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ABSTRACT

The report summarizes: (1) 1988 program data for state Protection and Advocacy Systems for persons with developmental disabilities and persons with mental illness, and (2) 1988 program data for Client Assistance Programs. The data are derived from reports from 56 states and territories. In addition to nationwide data totals, each state's statistical program data are included. For the program dealing with persons with developmental disabilities, the data focus on numbers of clients served, numbers of individuals served by class actions, client living arrangements, types of disabilities, functional limitations, case problem areas, and remedies to problems. For the program dealing with persons with mental illness, the data cover ethnic background of clients, client living arrangements, alleged/reported abuse and neglect, intervention strategies, protection of rights cases, and advisory council membership. For the client assistance program, the data focus on agency workload, types of individuals served, problem areas, and types of services provided. Graphic exhibits of the data and selected examples from state narrative reports describing activities and accomplishments of individual programs are also included. A complete listing of agencies and addresses concludes the report. (JDD)

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NATIONAL ASSOCIATION OF PROTECTION & ADVOCACY SYSTEMS

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1988

ANNUAL STATISTICAL REPORT

Client Assistance Program

Protection & Advocacy System for Persons with Mental Illness

Protection & Advocacy System for Persons with Developmental Disabilities

NAPAS
220 Eye Street, N.E., Suite 150
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JUNE 1989

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National Association of Protection & Advocacy Systems

1988 Annual Report

Introduction

The NAPAS Annual Report summarizes 1988 program data for state Protection & Advocacy (P&A) Systems for persons with developmental disabilities (PADD) and for persons with mental illness (PAMI), and the Client Assistance Programs (CAPs). The statistical and narrative portions of this report are derived from 56 states and territories reporting P&A and CAP data as required by federal administering agencies.

For the first time, compiled in this report is each state's statistical program data, as well as categories of data totaled for the programs nationwide. It should be noted that a few state P&As and CAPs recorded some client and program data according to differing criteria. Discrepancies in these categories are accounted for in columns indicated as "unreported".

This report is divided by the two P&A programs and the CAP program and includes graphic exhibits of nationwide data totals and state statistics in each section. Also included are selected examples from state narrative reports describing activities and accomplishments of individual programs. A complete listing of agencies and addresses is included at the end of the report.

P&A for Persons with Developmental Disabilities

This program was originally established by the Developmental Disabilities Assistance and Bill of Rights Act of 1975 (Public Law 94-103), which mandated that each state and territory establish a protection and advocacy system by October 1, 1977 as a condition for receiving its Basic State Grant allotment under the Act. Agencies established to provide these advocacy services had to have the ability to pursue legal, administrative, and other appropriate remedies to protect the rights of individuals with developmental disabilities under federal and state statutes. The Governor in each state must designate a program to serve as the P&A System, and must assure that the System is independent of any service provider. The most recent reauthorization of the DD Act (Public Law 100-146) extended the program until September 30, 1990. The 1988 Congressional appropriation for PADD nationwide was $19.148 million.

Developmental disabilities are defined by the federal government as chronic and attributable to mental and/or physical impairments which are evident prior to age twenty-two. These disabilities tend to be life-long and result in substantial limitations in three or more of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, the capacity for independent living, and/or economic self-sufficiency. The federal administering agency for the PADD is the U.S. Department of Health and Human Services, Administration on Developmental Disabilities.

Client Assistance Program

The Client Assistance Program (CAP) was originally established as a discretionary program by Section 112 of the Rehabilitation Act of 1973 (Public Law 93-112). The establishment of CAP reflected the Congressional belief that persons with disabilities require assistance in obtaining information and access to the array of services available through programs, projects, and facilities funded under the Rehabilitation Act.

The 1984 amendments to the Rehabilitation Act (Public Law 98-221) changed CAP from a discretionary program to a mandatory formula grant program and mandated a CAP in every state and U.S. territory as a condition for receiving any payments from its allotment under the Act. The Governors were given the responsibility of designating an agency to implement the CAP in each state and territory. The central mission of CAP is to provide information and assistance to individuals seeking and receiving services under the Rehabilitation Act, including assisting in pursuing administrative, legal and other appropriate remedies to ensure the protection of rights.

When the designation process was completed in 1984, approximately half of the Governors designated CAPs to P&A agencies. In one third of the states, the Governors designated the VR agency to operate CAP. The remaining CAPs were designated to a variety of non-profit agencies, except in Alaska where the Governor designated a for-profit corporation. The administering agency for the Client Assistance Program is the U.S. Department of Education, Office of Special Education and Rehabilitative Services, Rehabilitation Services Administration.

P&A for Persons with Mental Illness

Modeled after PADD, the Protection & Advocacy for Mentally Ill (PAMI) Individuals Act of 1986 (Public Law 99-319) was passed in May of that year and reauthorized in October of 1988 (Public Law 99-509). The system was established to protect the rights of persons with mental illness under federal and state statutes, and to investigate allegations of abuse and neglect of persons residing in facilities. The Systems must be designated to agencies housing PADD programs in each state and U.S. territory.

Individuals eligible for services under the PAMI Act must reside in facilities which provide 24 hour care and treatment, or have been discharged from such a facility within the past 90 days. Under the 1988 amendments, PAMI programs were given the authority to represent clients in certain situations involving prisons and jails, and transportation to and from facilities. Congressional appropriation for FY 1988 was $10.5 million. The administering agency for PAMI is the U.S. Department of Health and Human Services, National Institute of Mental Health.

P&A and CAP Mission

P&A and CAP staff consist of attorneys, social workers, and other advocates who are capable of providing a full range of advocacy services including the ability to pursue legal, administrative and other appropriate remedies to protect the rights of individuals with disabilities.

The P&A programs must be independent of any service provider to assure conflict-free advocacy services. The Governor of each state designates the agency to fulfill the P&A and CAP mandate and cannot redesignate the program without good cause.

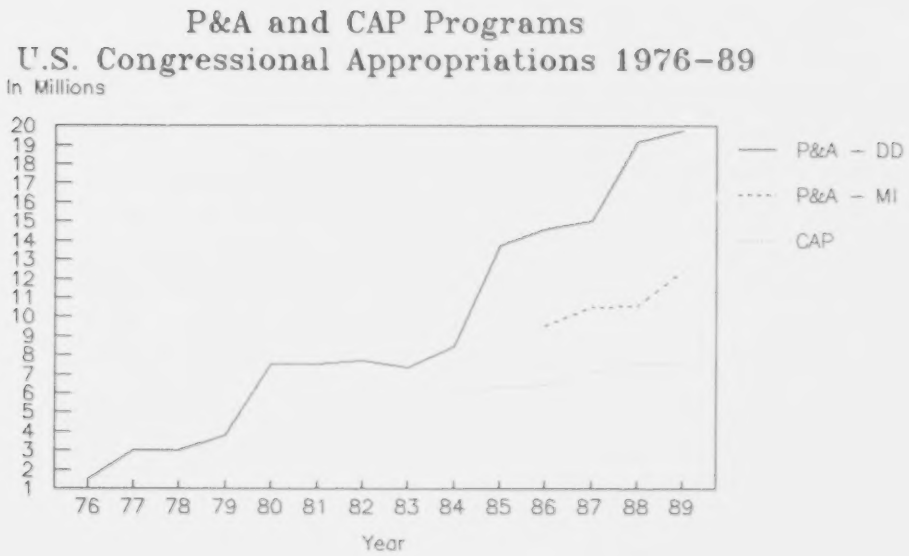
As appropriate, P&A and CAP activities include: (1) investigating, negotiating or mediating solutions to problems expressed by persons with developmental disabilities, persons with mental illness or applicants/clients of programs funded under the Rehabilitation Act, their families or agency representatives; (2) providing technical assistance to attorneys, governmental agencies and service providers; (3) providing legal counsel and litigation services to persons in this population and groups who are unable to attain adequate or appropriate legal services in their communities; and (4) training advocates, consumers, volunteers, professionals, and other parties.

P&A systems work with institutions, including residential care providers, public and private hospitals for person with mental illness or mental retardation, public schools and state correctional facilities in addition to a host of other service providers and governmental offices. The P&A system also provides advice and technical assistance to attorneys on such issues as disability and mental health law as well as providing assistance to various boards, commissions and government officials. The CAP program works with state departments of vocational rehabilitation and other agencies which receive funds under the Rehabilitation Act.

P&A and CAP Programs

U.S. Congressional Appropriations 1976-89
in millions

	DD	*CAP*	*MI*
1976	1.5		
1977	3.0		
1978	3.0		
1979	3.8		
1980	7.5		
1981	7.5		
1982	7.68		
1983	7.32		
1984	8.4	6.0	
1985	13.75	6.3	
1986	14.6	6.412	9.5
1987	15.0	7.5	10.5
1988	19.148	7.1	10.555
1989	19.76	7.682	12.4



Executive Summary

Curtis L. Decker, NAPAS Executive Director

1988 was an important year for federal advocacy programs with new mandates in effect for the P&A for persons with developmental disabilities and the first reauthorization of the PAMI Act before the U.S. Congress. The growth in these two components of NAPAS may be described as a mixed blessing. Certainly the ability of P&A Systems to more adequately protect the rights of persons with disabilities is an ongoing goal of NAPAS and its affiliates. However, the need to absorb growth in client services and to manage limited resources in meeting client needs has been a constant challenge for P&As and CAPs. New populations and issues require increased expertise. Expanded visibility often raises expectations that are difficult to address. Subsequently, increased accountability including attention to statistics and data collection is often a low priority within the daily pressures of CAP and P&A offices.

Reviewing data from the P&A and CAP agencies served by NAPAS has many risks. Since the information is taken from the federal Program Performance Reporting (PPR) forms mandated by the three federal administering agencies that oversee the programs, data is not consistent across the three programs. Collection of certain data that would provide a clearer picture of the activities of programs is not required, and in many cases, data that is required is not specific enough to avoid large numbers being reported under the categories of "other" or "unreported".

Differences in the programs and reporting requirements make cross-comparisons difficult. With little direction from federal agencies, programs over the years have developed a variety of interpretations for certain data categories, most notably the definition of "case". Several states hold to a strict legal definition and as a result report fewer cases. Differentiating between case and inquiry becomes particularly difficult when a client contact for simple information and referral results in considerable time being spent with the client over the telephone. In many states, such a contact would not warrant the opening of a "case" and, therefore, the amount of service provided would not be reflected.

Regardless of certain inconsistancies, some important elements emerge from the statistical data presented here. Since this is the first year NAPAS has presented state-by-state data in certain categories, comparisons within the three programs are possible. Reviewing the graphs included in the report may help the reader gain a clearer understanding of clients served.

The PAMI program entered its second year of full implementation. A fifty percent increase in clients served is reported even though federal appropriations did not increase (FY '87: $10.5 million, and FY '88: $10.5 million). Notably, the programs report that they investigated 426 deaths occurring in facilities for people with mental illness. PAMIs also report considerable consumer involvement in the program through participation on governing boards and advisory councils. In 1988, 57 primary consumers and 43 family members were represented, out of a nationwide total of 593 members, on PAMI governing boards which oversaw and directed program activities. 246 consumers and 140 family members, out of a nationwide total of 650 members of advisory councils, made recommendations and helped develop priorities for PAMI programs.

Both PADD and CAP programs reported little change in type of cases or disabilities served; however, the locations of the clients served by the PAMI and PADD programs do reflect a growing involvement in institutional settings that include large private institutions and state schools, nursing homes and prisons. This data is summarized for 1988 as follows:

Cases in Large Institutions
(private facilities and state schools)

DD	8,320
MI	10,187
	18,507

Nursing Homes

DD	2,591
MI	351
	2,941

Prisons

DD	535
MI	367
	902

All three programs continue to report minimal use of legal interventions. However, as the narrative summary describes, those cases where legal interventions are used have significant impact on large numbers of persons with disabilities as well as on the substantive legal issues involved. NAPAS' affiliates can be proud of their achievements in 1988 and look forward to improving and expanding advocacy services to all persons with disabilities.

PROTECTION & ADVOCACY SYSTEM FOR PERSONS WITH DEVELOPMENTAL DISABILITIES (PADD) REPORT

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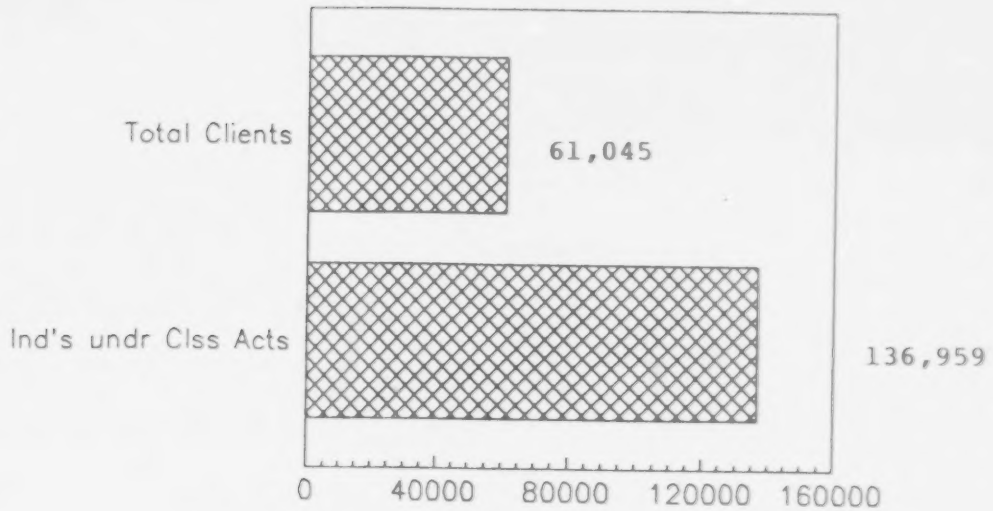
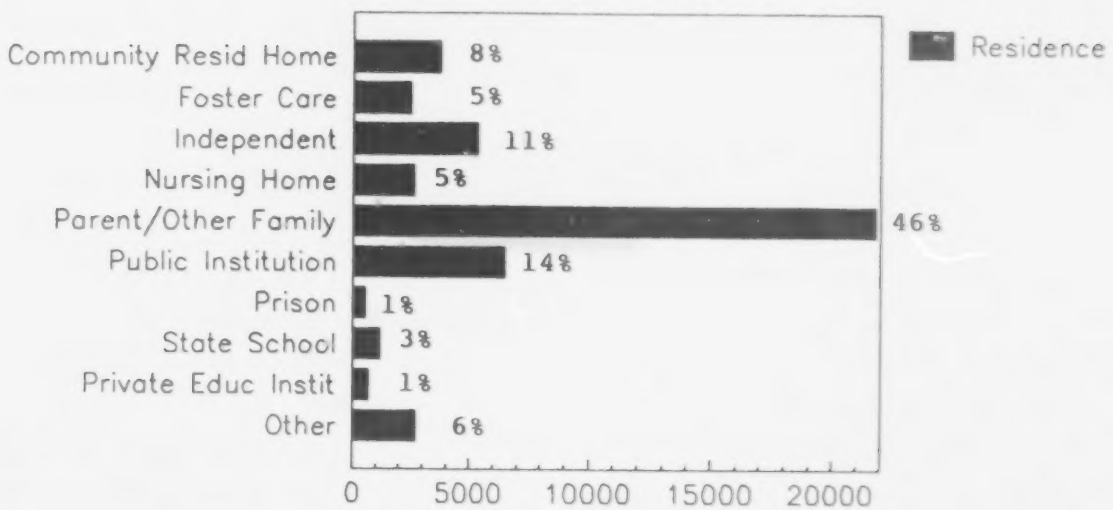
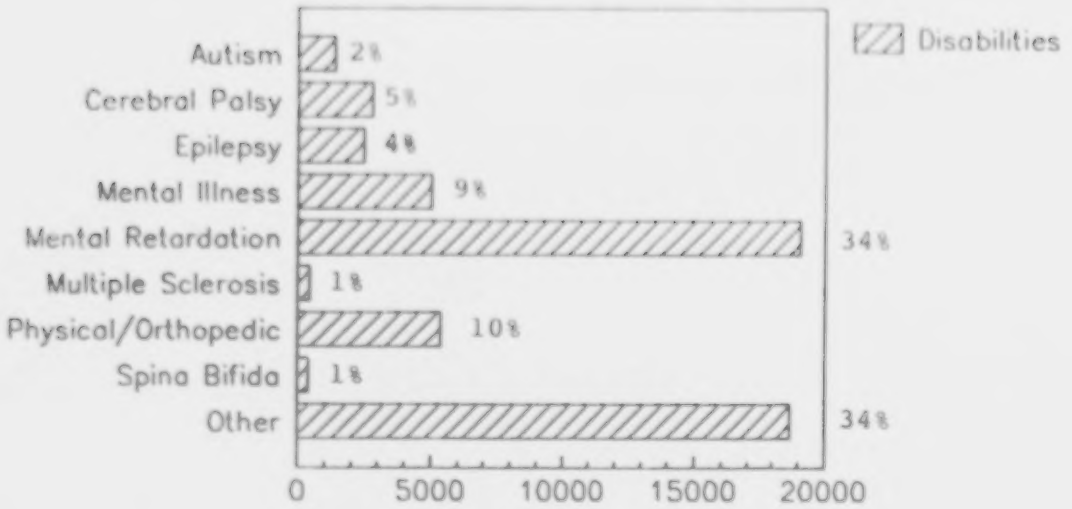
PADD – 1988
Clients Served in U.S.



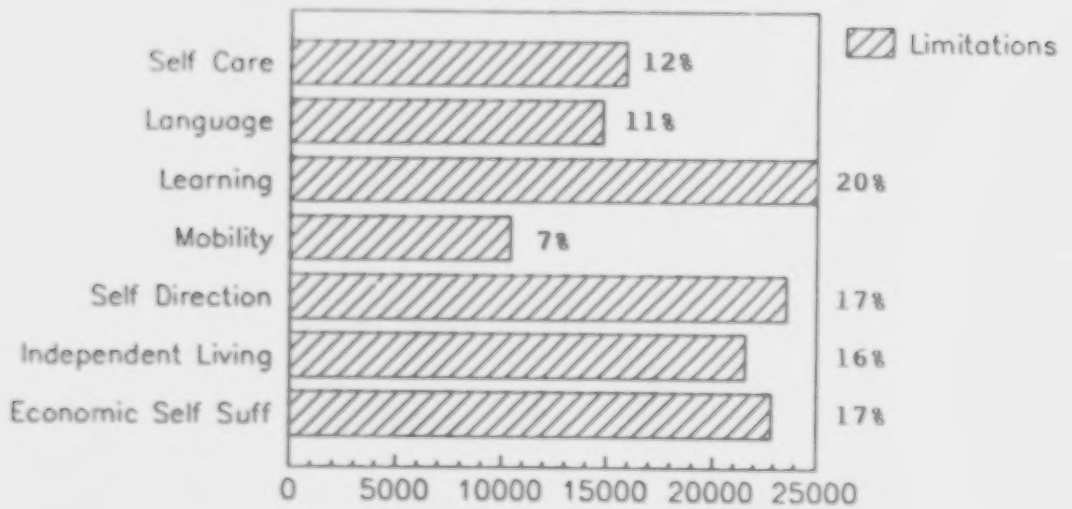
PADD – 1988
Client Living Arrangement in U.S.



PADD – 1988
Client Disabilities in U.S.



PADD – 1988
Client Functional Limitation in U.S.



Clients Served

	Total Clients Served	Individuals Served By Class Actions
ALABAMA	111	7432
ALASKA	208	4
AMERICAN SAMOA	44	0
ARIZONA	378	5000
ARKANSAS	260	0
CALIFORNIA	3729	0
COLORADO	173	2
CONNECTICUT	1349	0
DELAWARE	235	220
D.C.	1246	0
FLORIDA	206	2450
GEORGIA	427	0
GUAM	26	0
HAWAII	744	31
IDAHO	643	0
ILLINOIS	826	750
INDIANA	512	0
IOWA	174	1706
KANSAS	183	9
KENTUCKY	732	0
LOUISIANA	505	60000
MAINE	564	0
MARYLAND	2819	29000
MASSACHUSETTS	2275	0
MICHIGAN	5298	925
MINNESOTA	502	2800
MISSISSIPPI	165	0
MISSOURI	861	0
MONTANA	160	0
NEBRASKA	347	100
NEVADA	311	0
NEW HAMPSHIRE	234	500
NEW JERSEY	2016	0
NEW MEXICO	205	525
NEW YORK	14015	1595
NORTH CAROLINA	1259	11
NORTH DAKOTA	849	228
N. MARIANAS	17	0
OHIO	2043	7580
OKLAHOMA	2129	0
OREGON	578	1000
PENNSYLVANIA	5203	12835
PUERTO RICO	413	0
RHODE ISLAND	200	1
SOUTH CAROLINA	618	0
SOUTH DAKOTA	237	0
TENNESSEE	250	0
UTAH	605	0
VERMONT	809	0
VIRGIN ISLANDS	170	1600
VIRGINIA	753	0
WASHINGTON	1071	0
WEST VIRGINIA	834	550
WISCONSIN	425	105
WYOMING	99	0
*** Total ***	61045	136959

	Comm Resid	Foster Care	Indep	Nurse Home	Parent Family	Pub Instit	Pris	State Sch	Priv Educ	Other
ALABAMA	3	4	4	4	84	7	2	1	1	0
ALASKA	47	17	24	4	88	23	5	0	0	0
AMERICAN SAMOA	0	0	2	3	38	1	0	0	0	0
ARIZONA	17	8	65	2	277	14	1	1	1	9
ARKANSAS	14	0	6	0	199	18	2	1	2	2
CALIFORNIA	235	54	386	33	2270	82	8	46	15	97
COLORADO	14	22	10	7	91	9	0	0	10	10
CONNECTICUT	3	2	101	24	162	33	4	1	0	29
DELAWARE	15	4	31	7	108	44	3	0	17	6
D.C.	215	31	15	160	203	149	163	67	149	0
FLORIDA	18	1	7	10	105	14	2	1	4	4
GEORGIA	35	14	48	41	211	47	9	0	3	19
GUAM	1	0	7	3	13	0	0	0	0	2
HAWAII	57	4	398	14	88	77	11	0	70	22
IDAHO	36	9	174	9	359	3	6	13	0	28
ILLINOIS	0	608	0	96	0	61	0	16	0	23
INDIANA	63	11	25	35	305	33	4	31	3	24
IOWA	16	3	12	11	90	19	10	5	0	8
KANSAS	5	1	6	2	153	3	2	1	7	3
KENTUCKY	50	26	34	67	508	31	9	5	0	2
LOUISIANA	25	22	51	9	355	21	0	1	0	21
MAINE	10	29	14	2	465	10	2	0	17	15
MARYLAND	454	357	306	142	628	21	61	576	10	262
MASSACHUSETTS	162	27	974	58	804	35	12	15	92	116
MICHIGAN	186	445	331	129	2385	443	0	0	0	1379
MINNESOTA	35	19	20	76	264	38	1	1	0	48
MISSISSIPPI	3	3	7	0	146	3	0	0	3	0
MISSOURI	29	17	50	12	707	18	4	1	6	17
MONTANA	54	9	9	4	68	13	0	0	0	3
NEBRASKA	60	16	29	8	204	10	2	3	4	11
NEVADA	26	16	22	62	174	9	0	0	2	0
NEW HAMPSHIRE	49	4	25	3	94	19	2	20	13	5
NEW JERSEY	28	162	39	651	207	36	93	83	68	0
NEW MEXICO	12	0	4	4	18	161	2	0	0	4
NEW YORK	38	11	72	22	417	41	2	15	24	11
NORTH CAROLINA	10	7	305	8	147	757	2	1	0	22
NORTH DAKOTA	294	17	56	210	120	134	1	2	8	7
N. MARIANAS	0	0	0	0	17	0	0	0	0	0
OHIO	378	46	118	291	476	507	12	17	6	192
OKLAHOMA	446	23	551	129	949	9	3	19	0	0
OREGON	33	58	88	1	321	18	2	9	2	12
PENNSYLVANIA	95	84	219	8	3697	2742	7	0	44	23
PUERTO RICO	0	0	12	0	399	0	0	0	0	0
RHODE ISLAND	22	2	21	2	135	11	0	0	5	2
SOUTH CAROLINA	26	12	62	5	385	79	16	4	1	12
SOUTH DAKOTA	69	10	44	3	93	4	3	0	9	2
TENNESSEE	4	4	0	2	219	12	0	3	3	3
TEXAS	30	5	12	19	292	5	17	17	22	50
UTAH	27	8	95	71	334	29	2	19	4	16
VERMONT	0	56	154	37	356	25	9	38	0	52
VIRGIN ISLANDS	4	13	0	0	135	3	0	0	15	0
VIRGINIA	21	9	19	1	649	20	3	10	11	10
WASHINGTON	71	23	168	21	300	262	34	92	0	103
WEST VIRGINIA	105	99	38	6	255	287	1	17	2	24
WISCONSIN	50	28	48	60	191	39	1	3	2	3
WYOMING	8	4	10	3	52	12	0	1	8	1
*** Total ***	3708	2464	5328	2591	21810	6501	535	1156	663	2714

Clients' Disabilities

	Autism	CP	Epilepsy	MI	MR	MS	Phy/Ortho	Spina Bif	Other
ALABAMA	5	21	10	2	73	1	9	6	57
ALASKA	3	22	21	13	127	6	18	1	68
AMERICAN SAMOA	3	1	6	8	21	0	7	0	7
ARIZONA	10	25	20	89	108	0	54	1	139
ARKANSAS	3	15	0	14	84	0	13	4	126
CALIFORNIA	35	48	37	27	198	0	52	5	195
COLORADO	5	14	2	17	66	0	15	0	54
CONNECTICUT	16	28	7	108	597	0	13	6	202
DELAWARE	2	10	4	62	94	6	16	0	81
D.C.	13	101	4	23	482	0	59	0	293
FLORIDA	14	16	0	11	79	0	10	6	86
GEORGIA	14	73	22	58	319	0	52	5	104
GUAM	1	2	0	0	8	0	18	0	2
HAWAII	3	8	17	291	111	3	131	3	290
IDAHO	9	58	39	0	189	3	64	5	416
ILLINOIS	10	84	37	59	344	29	38	6	158
INDIANA	29	52	63	66	303	0	49	5	220
IOWA	10	16	17	5	103	0	18	1	131
KANSAS	7	21	24	62	59	1	14	1	84
KENTUCKY	53	163	46	45	431	11	57	19	299
LOUISIANA	13	33	27	26	77	0	39	10	280
MAINE	17	29	13	75	102	1	47	2	532
MARYLAND	42	86	90	1050	881	19	259	7	1148
MASSACHUSETTS	75	71	153	315	749	103	449	18	1227
MICHIGAN	217	214	234	198	1167	31	786	20	2431
MINNESOTA	26	32	11	14	360	0	368	4	10
MISSISSIPPI	7	11	1	23	40	0	30	0	91
MISSOURI	21	68	28	17	228	6	30	14	449
MONTANA	4	7	0	2	116	0	1	0	30
NEBRASKA	12	51	8	38	195	0	50	9	124
NEVADA	9	31	26	7	200	0	23	4	211
NEW HAMPSHIRE	4	14	19	48	146	2	25	2	60
NEW JERSEY	98	52	57	73	649	35	102	14	429
NEW MEXICO	3	14	1	22	164	0	2	2	104
NEW YORK	38	74	79	27	33	125	281	102	210
NORTH CAROLINA	5	19	62	717	98	4	156	3	466
NORTH DAKOTA	8	60	173	64	775	3	157	3	198
N. MARIANAS	0	4	1	3	5	0	2	0	4
OHIO	32	107	402	129	1791	6	112	4	251
OKLAHOMA	34	88	25	3	394	7	783	6	789
OREGON	30	62	44	1	257	2	44	7	264
PENNSYLVANIA	72	134	51	572	3424	2	259	4	2573
PUERTO RICO	14	42	19	1	189	0	46	33	177
RHODE ISLAND	5	10	9	7	68	3	6	3	133
SOUTH CAROLINA	35	57	25	95	266	7	59	7	268
SOUTH DAKOTA	6	42	22	10	131	1	31	1	69
TENNESSEE	16	27	9	31	74	2	12	5	235
TEXAS	19	36	9	78	177	0	29	5	273
UTAH	27	37	14	77	250	2	66	4	226
VERMONT	14	97	79	93	442	8	101	7	234
VIRGIN ISLANDS	4	19	8	3	17	0	10	1	130
VIRGINIA	41	82	15	5	175	0	27	10	481
WASHINGTON	121	107	177	162	648	6	210	0	1173
WEST VIRGINIA	26	89	143	37	660	0	0	8	258
WISCONSIN	20	84	41	22	282	0	41	4	84
WYOMING	3	12	0	18	65	3	22	0	42
*** Total ***	1363	2780	2451	5023	19091	438	5372	397	18676

Client's Substantial Functional Limitations

	Self Care	Language	Learn	Mobity	Self Dir	Ind Liv	Econ Self Sufficiency
ALABAMA	68	62	94	61	94	99	93
ALASKA	61	85	134	37	120	92	95
AMERICAN SAMOA	35	6	24	11	27	41	41
ARIZONA	181	148	265	80	288	262	252
ARKANSAS	198	116	136	90	208	206	137
CALIFORNIA	266	217	297	164	263	312	310
COLORADO	83	57	67	42	98	57	115
CONNECTICUT	125	77	155	47	142	155	110
DELAWARE	64	71	31	179	173	168	123
D.C.	409	102	522	80	611	231	1102
FLORIDA	79	64	105	57	97	112	109
GEORGIA	170	171	377	142	328	369	402
GUAM	12	14	14	15	18	14	21
HAWAII	163	89	132	116	323	261	339
IDAHO	277	888	393	201	207	338	416
ILLINOIS	358	187	511	130	383	419	289
INDIANA	170	231	406	127	435	410	383
IOWA	69	95	149	47	128	131	121
KANSAS	86	94	169	71	180	180	180
KENTUCKY	384	431	634	246	352	448	498
LOUISIANA	319	130	262	178	330	224	377
MAINE	388	434	550	155	466	229	162
MARYLAND	1596	1142	1839	684	2387	2381	2445
MASSACHUSETTS	473	375	918	576	393	669	1123
MICHIGAN	1402	1792	3874	1702	2461	2265	2398
MINNESOTA	245	243	302	154	416	437	410
MISSISSIPPI	34	56	120	38	61	72	33
MISSOURI	269	563	700	176	578	299	186
MONTANA	57	59	140	23	142	123	68
NEBRASKA	114	155	304	100	186	305	318
NEVADA	199	213	276	79	266	274	256
NEW HAMPSHIRE	97	109	190	68	176	172	168
NEW JERSEY	253	195	473	179	398	337	288
NEW MEXICO	126	112	100	74	142	153	158
NEW YORK	321	284	486	181	368	485	482
NORTH CAROLINA	22	5	12	16	32	58	57
NORTH DAKOTA	460	452	749	242	785	766	816
N. MARIANAS	13	9	13	6	12	16	16
OHIO	1207	397	1802	309	1904	1892	1850
OKLAHOMA	76	0	872	887	34	92	168
OREGON	128	139	363	94	125	137	103
PENNSYLVANIA	1210	1728	3923	561	3061	1417	1908
PUERTO RICO	228	269	349	246	311	325	307
RHODE ISLAND	77	58	132	23	104	36	41
SOUTH CAROLINA	310	290	332	297	371	388	284
SOUTH DAKOTA	79	58	109	49	118	84	99
TENNESSEE	111	171	218	67	191	247	237
TEXAS	169	145	243	83	382	440	378
UTAH	306	291	463	192	429	368	364
VERMONT	275	221	410	186	395	428	456
VIRGIN ISLANDS	43	33	75	18	20	0	0
VIRGINIA	550	275	622	150	671	708	699
WASHINGTON	575	410	615	297	685	565	412
WEST VIRGINIA	588	451	315	222	380	445	196
WISCONSIN	306	296	355	121	233	342	386
WYOMING	41	35	97	28	96	91	95
*** Total ***	15905	14800	27218	10404	23584	21575	22880

Case Problem Areas

	Ab&Ngl	Cmit	Arch	Cond	Cnsnt	Cntr	Crim	Day	Educ	Empl	Fin	Gard	Mab	Hous
ALABAMA	6	8	2	0	0	0	1	2	74	0	9	0	26	0
ALASKA	8	1	0	0	0	0	2	0	83	6	32	0	35	10
AMERICAN SAMOA	0	11	3	3	2	0	0	0	11	3	2	2	0	3
ARIZONA	11	11	3	0	0	1	8	0	243	37	13	17	3	15
ARKANSAS	2	15	1	2	1	0	3	3	210	4	5	5	26	4
CALIFORNIA	87	16	13	0	15	3	35	0	1233	79	16	108	531	46
COLORADO	5	0	0	15	0	2	0	0	92	7	8	2	2	2
CONNECTICUT	621	37	8	15	31	5	23	8	261	36	78	15	82	200
DELAWARE	3	2	1	35	0	4	5	0	66	10	28	8	39	13
D.C.	78	15	32	0	0	0	52	16	362	101	482	3	117	213
FLORIDA	20	4	1	6	1	2	6	0	86	5	0	0	41	6
GEORGIA	209	56	3	17	18	3	15	6	132	28	37	16	84	80
GUAM	0	0	0	1	0	0	1	1	6	4	7	1	1	6
HAWAII	60	2	1	2	3	4	7	0	25	8	63	144	12	28
IDAHO	46	5	6	4	0	9	10	2	173	19	216	25	21	15
ILLINOIS	235	0	0	0	0	0	0	0	0	0	74	45	0	0
INDIANA	73	32	1	3	5	2	20	1	258	7	28	34	43	44
IOWA	24	5	1	0	6	0	5	7	83	15	31	7	40	21
KANSAS	4	1	2	0	0	3	0	152	2	7	11	2	6	0
KENTUCKY	73	77	12	38	18	0	27	7	385	33	92	27	70	53
LOUISIANA	5	3	20	3	1	0	48	2	252	37	92	15	3	1
MAINE	15	8	5	8	0	0	2	1	522	4	8	8	3	24
MARYLAND	943	46	2	118	9	31	52	2	355	56	295	246	127	45
MASSACHUSETTS	95	24	35	18	4	10	80	9	440	315	380	85	31	125
MICHIGAN	212	3	100	180	2	2	105	3	2172	102	318	147	2	109
MINNESOTA	14	2	0	44	1	0	0	0	181	3	14	61	151	2
MISSISSIPPI	2	0	3	0	0	1	1	3	126	6	2	0	4	8
MISSOURI	53	2	6	1	0	0	13	2	564	17	41	11	20	36
MONTANA	8	6	1	1	1	0	3	0	51	6	20	9	13	36
NEBRASKA	34	4	3	10	2	2	16	1	181	12	25	25	41	11
NEVADA	45	16	3	7	8	1	6	10	113	17	17	14	32	26
NEW HAMPSHIRE	9	1	1	4	0	0	6	1	82	7	19	2	107	29
NEW JERSEY	68	41	37	36	4	0	10	5	532	67	29	341	27	38
NEW MEXICO	52	123	0	130	1	0	4	1	12	3	3	4	131	4
NEW YORK	28	14	3	0	3	8	7	1	326	27	116	23	35	24
NORTH CAROLINA	292	34	3	84	0	24	14	1	127	275	33	7	72	15
NORTH DAKOTA	172	14	2	6	9	2	34	4	63	16	29	97	472	16
N.MARIANAS	4	0	0	0	0	0	0	0	13	1	2	0	1	0
OHIO	102	32	3	118	12	9	39	0	302	41	76	127	173	231
OKLAHOMA	18	0	887	86	0	4	0	0	872	23	168	11	8	26
OREGON	37	7	0	3	0	8	25	19	258	21	44	51	17	33
PENNSYLVANIA	49	6	25	2742	3	9	17	5	3825	69	86	29	75	36
PUERTO RICO	2	0	10	2	0	2	1	2	327	6	0	0	20	8
RHODE ISLAND	11	1	3	3	11	2	0	0	123	1	16	4	6	11
SOUTH CAROLINA	33	16	8	6	5	0	11	2	307	23	32	4	9	8
SOUTH DAKOTA	11	4	3	4	3	3	4	3	94	8	22	7	111	11
TENNESSEE	1	1	1	2	0	0	0	0	235	0	0	0	8	0
TEXAS	19	1	2	4	8	1	24	0	394	4	8	25	20	39
UTAH	6	9	1	3	0	0	0	1	284	9	139	26	79	22
VERMONT	52	51	42	93	8	6	24	9	272	171	56	152	55	97
VIRGIN ISLANDS	3	0	1	0	0	0	1	0	208	2	0	1	2	5
VIRGINIA	10	1	3	0	3	1	4	4	616	11	20	3	11	8
WASHINGTON	135	29	5	162	0	0	73	48	313	134	259	154	361	61
WEST VIRGINIA	41	210	40	218	13	0	11	36	48	93	32	118	348	122
WISCONSIN	29	35	8	20	15	3	15	2	137	17	43	30	40	21
WYOMING	7	5	1	4	1	0	0	0	61	3	20	10	14	5
*** Total ***	4182	1047	1357	4261	227	167	870	382	18573	2016	3696	2308	3813	2052

Case Problem Areas (cont'd)

	Ins	Med	Rec	Reh	Rts	Stlz	Tran	Vote	Will	Zone	Other
ALABAMA	1	1	0	3	0	0	3	0	0	0	15
ALASKA	0	2	11	0	0	0	0	0	0	0	0
AMERICAN SAMOA	0	13	3	2	0	2	4	0	0	0	2
ARIZONA	0	11	0	4	0	0	7	0	0	0	11
ARKANSAS	0	2	1	1	0	0	0	0	0	0	1
CALIFORNIA	43	16	10	51	14	18	13	2	34	7	1342
COLORADO	0	0	0	15	0	0	0	0	0	0	23
CONNECTICUT	18	52	15	54	7	3	20	0	0	0	0
DELAWARE	6	0	0	6	0	3	0	0	3	0	17
D.C.	0	52	8	103	73	0	64	0	0	16	632
FLORIDA	2	9	1	8	1	0	3	0	0	0	10
GEORGIA	0	50	4	14	3	0	14	0	3	0	12
GUAM	3	6	3	5	0	0	8	0	1	0	3
HAWAII	2	19	3	264	4	1	1	0	0	0	116
IDAHO	6	35	0	5	2	0	6	0	4	0	111
ILLINOIS	0	0	0	0	0	0	0	0	0	0	0
INDIANA	2	17	0	14	4	2	3	0	1	0	13
IOWA	5	17	3	16	1	0	0	0	0	0	57
KANSAS	6	0	0	0	0	0	0	0	0	0	0
KENTUCKY	13	25	5	38	39	1	8	0	4	0	0
LOUISIANA	2	3	0	3	0	1	2	2	0	0	10
MAINE	1	11	2	4	1	0	2	0	0	0	113
MARYLAND	28	75	18	21	19	5	8	3	27	1	93
MASSACHUSETTS	95	130	15	95	15	18	42	3	175	21	409
MICHIGAN	159	530	53	21	89	5	39	10	45	3	887
MINNESOTA	4	1	1	5	1	5	1	3	2	0	6
MISSISSIPPI	1	1	0	0	0	3	2	1	0	0	4
MISSOURI	5	8	0	10	1	0	12	0	1	0	58
MONTANA	3	0	0	1	7	1	6	0	1	0	6
NEBRASKA	2	12	2	8	2	4	4	0	4	0	20
NEVADA	5	24	9	5	1	1	11	0	1	0	42
NEW HAMPSHIRE	0	11	0	5	1	0	0	0	3	0	15
NEW JERSEY	15	27	3	61	0	0	34	4	7	0	733
NEW MEXICO	0	4	0	2	0	1	2	0	0	0	41
NEW YORK	15	36	7	29	3	1	22	0	7	0	173
NORTH CAROLINA	2	56	3	17	16	0	1	0	1	1	385
NORTH DAKOTA	1	83	0	7	3	7	3	0	4	0	227
N. MARIANAS	0	3	9	0	0	0	0	0	0	0	0
OHIO	0	158	7	9	11	2	3	8	16	10	172
OKLAHOMA	23	3	0	0	0	0	0	0	0	0	0
OREGON	5	7	2	10	3	3	12	0	0	0	54
PENNSYLVANIA	13	10	5	10	3	12	22	2	15	7	63
PUERTO RICO	0	22	0	5	0	0	2	0	0	0	4
RHODE ISLAND	2	3	2	8	0	0	0	0	0	0	3
SOUTH CAROLINA	6	15	15	3	2	2	8	0	0	1	140
SOUTH DAKOTA	8	11	4	5	2	2	4	0	7	1	8
TENNESSEE	0	3	0	0	0	0	0	0	0	0	2
TEXAS	1	4	0	10	1	7	1	1	1	6	42
UTAH	4	5	0	0	1	6	2	0	0	1	20
VERMONT	1	26	4	34	6	0	38	3	5	2	297
VIRGIN ISLANDS	1	15	0	7	0	0	0	0	0	0	0
VIRGINIA	9	2	3	15	0	1	2	1	0	0	88
WASHINGTON	0	370	44	137	31	0	31	0	0	0	829
WEST VIRGINIA	8	112	6	203	9	3	43	2	2	0	105
WISCONSIN	3	36	3	7	5	7	5	2	8	0	128
WYOMING	2	4	2	2	3	0	0	0	0	0	7
*** Total ***	531	2148	286	1362	334	127	518	47	382	77	7549

Key for Case Problem Areas

Ab&Ngl = Abuse/Neglect Exploitation
Cmit = Admission/ Commitment to Institution
Arch = Architectural Barriers
Cond = Conditions in Facilities
Consnt = Consent
Cntr = Contracts/ Ownership of Property
Crim = Criminal Justice Issues
Day = Day Care
Educ = Education
Empl = Employment
Fin = Financial Entitlement
Gard = Guardianship/ Conservatorship
Hab = Habilitation Services
Hous = Housing
Ins = Insurance
Med = Medical Services
Rec = Records (Access, Confidentiality, etc.)
Reh = Rehabilitation Services
Rts = Rights to Privacy
Stlz = Sterilization
Tran = Transportation (Non-Education-Related)
Vote = Voting
Will = Wills and Estate Planning
Zone = Zoning

Remedies to Problems	Probs Resolved in Client's Favor	Percentages of Total Problems Resolved				
		Supv	Conslt	Admin	Legal	Other
ALABAMA	49	12	20	16	2	50
ALASKA	171	6	19	14	1	56
AMERICAN SAMOA	50	5	35	35	5	20
ARIZONA	0	3	19	48	2	28
ARKANSAS	706	19	55	23	2	0
CALIFORNIA	190	0	51	14	15	20
COLORADO	86	1	13	61	2	23
CONNECTICUT	0	0	0	0	0	0
DELAWARE	185	4	20	9	16	51
D.C.	0	0	0	0	0	0
FLORIDA	1250	9	4	9	5	33
GEORGIA	312	15	20	22	3	40
GUAM	0	19	54	23	2	0
HAWAII	141	1	12	2	3	82
IDAHO	467	41	30	3	5	20
ILLINOIS	1540	38	0	19	2	41
INDIANA	317	12	25	4	5	57
IOWA	0	4	20	21	10	45
KANSAS	152	3	47	1	1	48
KENTUCKY	457	22	14	6	2	54
LOUISIANA	273	61	11	8	1	19
MAINE	385	7	39	17	1	36
MARYLAND	735	21	19	15	25	19
MASSACHUSETTS	1925	21	33	1	24	21
MICHIGAN	5868	16	72	2	1	10
MINNESOTA	470	1	66	3	6	24
MISSISSIPPI	94	11	81	2	4	2
MISSOURI	673	31	67	2	0	0
MONTANA	42	5	52	11	29	4
NEBRASKA	105	11	84	0	2	20
NEVADA	229	12	27	1	1	58
NEW HAMPSHIRE	262	1	47	18	13	21
NEW JERSEY	1444	32	18	20	26	3
NEW MEXICO	295	2	18	1	3	76
NEW YORK	1066	26	33	11	4	26
NORTH CAROLINA	951	21	45	23	0	0
NORTH DAKOTA	464	4	8	1	5	82
N. MARIANAS	8	68	2	25	0	5
OHIO	1634	0	0	0	0	0
OKLAHOMA	0	5	5	91	8	0
OREGON	95	0	14	1	2	83
PENNSYLVANIA	80	6	80	4	10	0
PUERTO RICO	343	0	0	0	0	0
RHODE ISLAND	93	4	10	16	6	63
SOUTH CAROLINA	596	21	38	14	3	24
SOUTH DAKOTA	295	10	45	4	2	36
TENNESSEE	180	2	43	50	3	2
TEXAS	611	1	90	3	5	5
UTAH	248	6	36	46	9	3
VERMONT	697	7	18	18	57	0
VIRGIN ISLANDS	96	38	31	23	4	4
VIRGINIA	106	8	25	2	0	65
WASHINGTON	2908	24	33	27	10	5
WEST VIRGINIA	70	20	15	45	15	5
WISCONSIN	258	12	29	16	21	22
WYOMING	90	15	65	14	3	0
*** Total ***	28019					

NARRATIVE SUMMARY
1988 Annual Report

This narrative summary contains anecdotal examples of PADD activities for fiscal year 1988. It is not intended to be a comprehensive listing of all the types of activities these agencies undertake, but rather a sample of the types and scope of activities, other than individual case services, in which P&As are involved.

Protection and Advocacy System for Persons with Developmental Disabilities

CALIFORNIA Protection and Advocacy, Inc.(PAI) provided technical assistance to the state legislature on several bills during 1988. Of note were bills AB 520 (Katz), AB 3064 (Polanco) and AB 4291 (Bronzan). AB 520 proposed a procedure for limiting and controlling the use of aversive behavior modification techniques on special education students. Though there are no uniform policies or procedures, or criteria for use, the bill did not pass. AB 3064 and AB 4291 both required that Prader-Willi Syndrome be added to the list of conditions which are deemed "developmental disabilities" for purposes of eligibility by regional centers. Although PAI provided testimony on calls and cases that involved regional centers' refusal to serve persons with Prader-Willi Syndrome, both bills were vetoed; nevertheless, these people were eventually served.

GEORGIA Advocacy Office, Inc. (GAO) operates a citizen advocacy program. While GAO continued to recruit citizen advocates and added 140 individuals to their roster, Robert Bogdan from the Center on Human Policy in NY received a grant to study the program. GAO also sponsored an international conference, "Personal Relationships and Commitments as the Only Source of Security for Devalued and Vulnerable People," which was led by Dr. W. Wolfensberger of Syracuse University.

IDAHO Coalition for Advocates undertook a federal court action on behalf of a child with attention deficit disorder and severe learning disabilities, contesting the appropriateness of a school district's program. Issues in the case involve the child's right to be evaluated, eligibility criteria for students with learning disabilities and emotional problems, and content of a free and appropriate public education for such children. Decisions from the court helped resolve several issues: (1) The statute of limitations for bringing action in federal court under the Education for all Handicapped Children Act (EHA) is two years; (2) Parents of handicapped children have the right to sue the State Department of Education for injunctive relief and other prospective relief on behalf of children with handicaps whose rights are violated; however, they do not have the right to sue for money damages for past violations; (3) Parents are entitled to recover reimbursement for out-of-pocket expenses incurred in providing services; (4) The complaint stated a good cause of action for violation of the students' procedural rights under the Due Process clause of the 14th Amendment, and damages for violations may be recovered independent

of limitations under EHA; (5) The preliminary decision of the U.S. Magistrate is that students with handicaps may not amend their complaint to include causes of action under Section 504 of the Rehab Act and Section 1983 of the Civil Rights Act in lawsuits which were instigated prior to the passage of EHA.

MICHIGAN Protection and Advocacy Service, Inc. directed a portion of its energies to focusing on quality of life issues, participating in the development of public policy by the US Dept of Health and Human Services-ADD, and addressing quality of care issues in specialized contract nursing homes through agency-wide planning and filing of litigation.

MISSOURI Protection and Advocacy Services (MPAS) participated in the state monitoring of special education services by the U.S. Office of Special Education Programs. Evaluations of P & A services by clients whose cases are closed continue to be a part of MPAS' quality control. MPAS was also instrumental in the passages of two pieces of legislation: "Surrogate Parent" which will facilitate representation of children for educational purposes, and "Access to Records" which enables MPAS to access records in accordance with the DD Act.

NEW HAMPSHIRE's Disabilities Rights Center, Inc. remains involved in the Timothy W. case (now in the First Circuit Court of Appeals), on behalf of a twelve year old who has a profound handicap and who has never been found eligible for special education. This case continues to receive national attention because the systemic implications of how PL 94-142 can be interpreted are extensive.

NORTH CAROLINA Governor's Advocacy Council for Persons with Disabilities was successful in changing a law which allowed officials to require a person using a motorized wheelchair to have an operator's license and a license plate. In addition, the 1988-89 plans will address the equity of having gasoline pumped at self-service pumps for drivers with handicaps, and the cost of full versus self-service.

NORTHERN MARIANA ISLANDS Catholic Social Services Protection and Advocacy Unit held their Fourth Annual Conference on the Disabled, one outcome being the formation of a Task Force on Prevention.

OREGON Advocacy Center (OAC) obtained school placements for two individuals with rare severe degenerative brain disease who had previously received home instruction. OAC hosted the 1988 NARPA Rights Conference, where participants from across the US and Canada were represented.

PENNSYLVANIA Protection and Advocacy, Inc. (PP&A) conducted several comprehensive training sessions and presented at conferences to consumers, their families, community and state advocacy groups, and service providers. Topics included issues surrounding the aging of persons with mental retardation; developing service systems for this population; enforcement of statutes prohibiting discrimination in employment and multi-cultural community-based training. PP&A's statewide Aging Survey focused on the availability and integration of services to elderly persons who have developmental disabilities and mental illness. Distributed to consumers, service providers, state and local government, and public and private agencies, the survey identified several immediate and long-range service needs.

PP&A also assisted in eliminating Pittsburgh's policy requiring individuals to have a driver's license as a prerequisite to employment by the city. In addition, the manual, "Estate Planning for Parents of Handicapped Children," is one of several new resources available through PP&A.

RHODE ISLAND Protection and Advocacy System, Inc. (RIPAS) successfully argued that the Supreme Court of R.I. adopt substitute judgement as the standard for medical decision making for persons who are incompetent. RIPAS was asked to represent a young woman with profound mental retardation in a court action to determine substitute consent for a medical procedure. The Court ruled that adopting substituted judgement was the appropriate legal vehicle for making such decisions. The State vigorously opposed this and argued for best interest standard. Throughout the year, RIPAS also provided technical assistance to consumer-based organizations and parents of technology dependent children who sought advice on incorporation and other legal matters.

WEST VIRGINIA Advocates (WVA) worked with Rehabilitation Services when several clients of Rehabilitation Services had their driver's licenses suspended without a hearing when it was discovered that they used a bioptic lens while driving. WVA obtained a Writ of Prohibition in Circuit Court and conducted several depositions. The case was settled the day before the hearing when the Department of Motor Vehicles agreed to restore everyone's license and promised not to suspend any more bioptic users' licenses without a hearing. WVA also reviewed new P&A regulations for AIDS legislation and submitted comments to the Department of Health who then revised their regulations and incorporated all of WVA's suggestions.

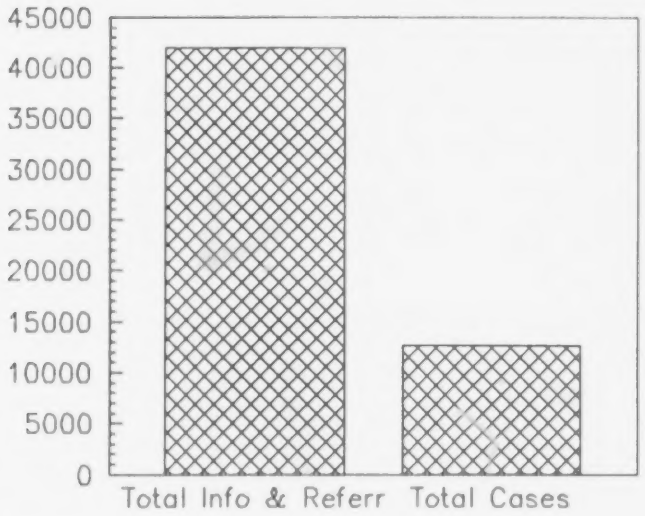
CLIENT ASSISTANCE PROGRAM (CAP) REPORT

Bar Graphs 21

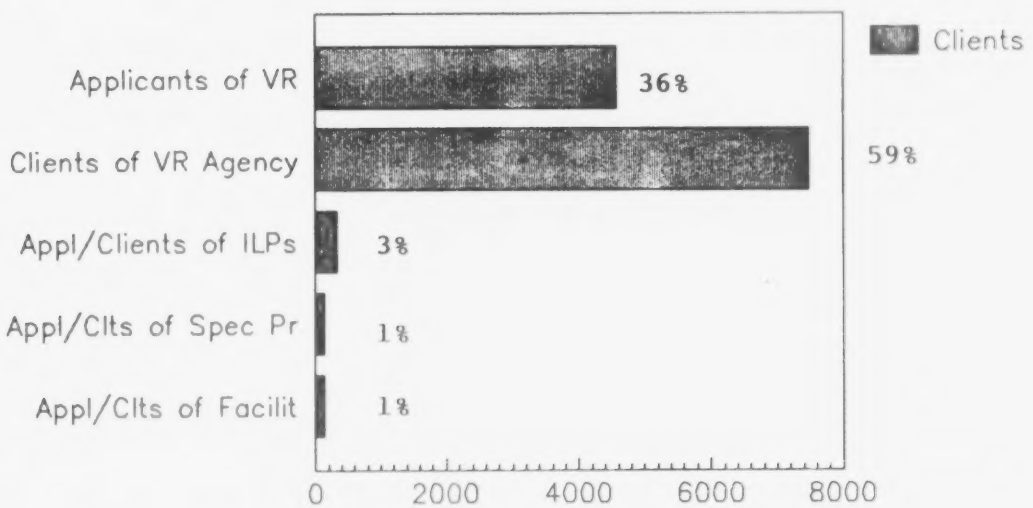
Program Performance Report - (State Statistics). 24

Narrative Summary. 32

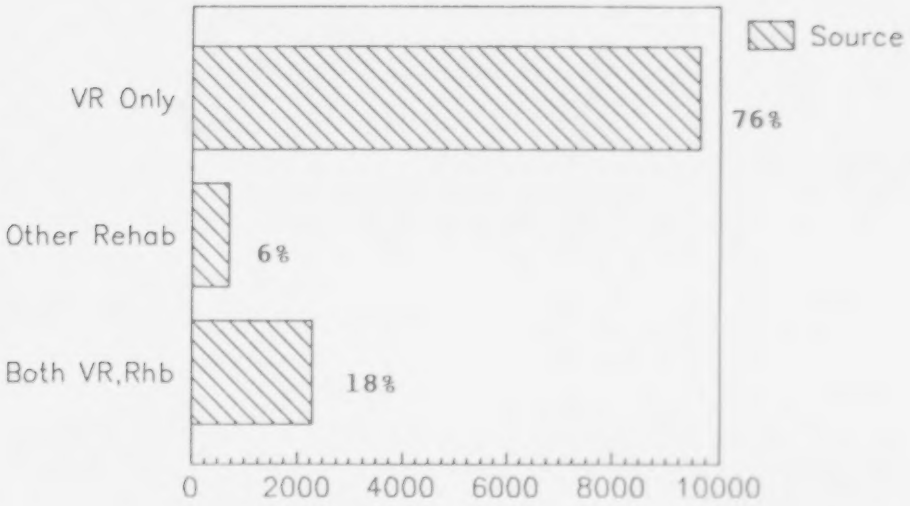
CAP – 1988
Agency Workload Data in U.S.



CAP – 1988
Type of Individual Served in U.S.

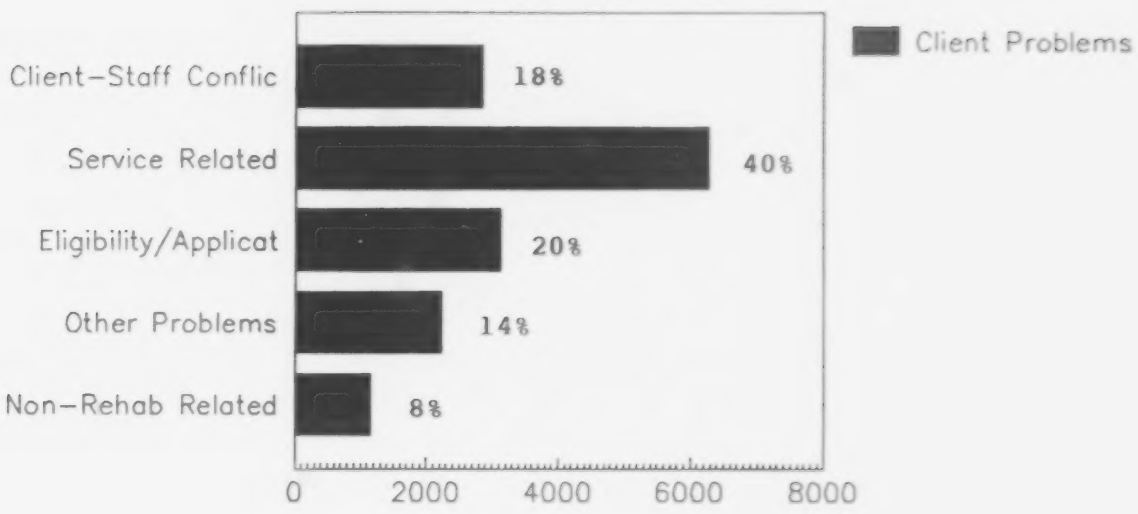


CAP _ 1988
Source of Person's Concern in U.S.



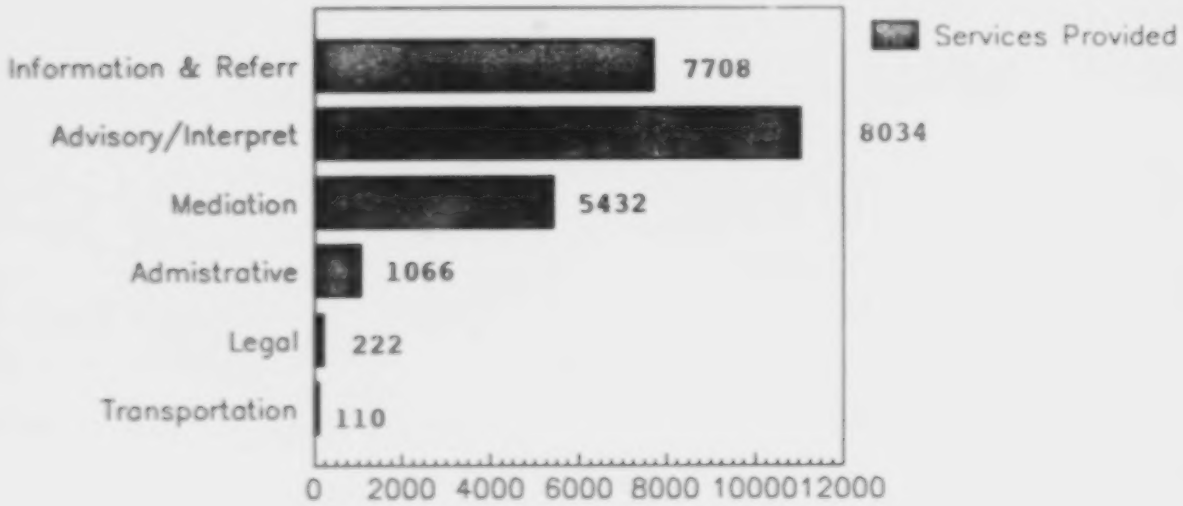
** Note: Categories of "other" and/or "unreported" are not reflected in this chart.

CAP - 1988
Problem Areas in U.S.



** Note: Categories of "other" and/or "unreported" are not reflected in this chart.

CAP – 1988
Type of Service Provided in U.S.



**Note: This chart reflects duplicated service totals. One client may receive more than one type of service. The total units of service provided equals 22,572.

Client Assistance Program (CAP) 1988 Program Performance Report

Agency Workload Data

	Agency Type	I&R	Total Cases
ALABAMA	PUBLIC	404	41
ALASKA	PRIVATE	430	34
AMERICAN SAMOA	PUBLIC	150	114
ARIZONA	PRIVATE	1594	179
ARKANSAS	PRIVATE	825	63
CALIFORNIA	PUBLIC	5202	1038
COLORADO	PRIVATE	124	64
CONNECTICUT	PUBLIC	0	292
DELAWARE	PRIVATE	69	182
DISTRICT OF COLUMBIA	BOTH	625	57
FLORIDA	PRIVATE	631	520
GEORGIA	PUBLIC	479	145
GUAM	PRIVATE	11	15
HAWAII	PRIVATE	74	274
IDAHO	PRIVATE	47	128
ILLINOIS	PUBLIC	1813	379
INDIANA	PUBLIC	216	141
IOWA	PUBLIC	426	125
KANSAS	PUBLIC	523	215
KENTUCKY	PUBLIC	91	216
LOUISIANA	PRIVATE	572	343
MAINE	PRIVATE	223	287
MARYLAND	PUBLIC	56	256
MASSACHUSETTS	PRIVATE	3997	706
MICHIGAN	PUBLIC	1078	687
MINNESOTA	PRIVATE	632	472
MISSISSIPPI	PRIVATE	1429	51
MISSOURI	PRIVATE	46	207
MONTANA	PRIVATE	282	42
NEBRASKA	PUBLIC	2137	119
NEVADA	PUBLIC	397	164
NEW HAMPSHIRE	PUBLIC	123	112
NEW JERSEY	PUBLIC	7575	190
NEW MEXICO	PRIVATE	318	85
NEW YORK	PUBLIC	1329	935
NORTH CAROLINA	PUBLIC	327	185
NORTH DAKOTA	PUBLIC	325	114
NORTHERN MARIANAS	PRIVATE	20	13
OHIO	PUBLIC	1000	247
OKLAHOMA	PUBLIC	603	136
OREGON	PUBLIC	208	69
PENNSYLVANIA	PUBLIC	135	423
PUERTO RICO	PUBLIC	1000	157
RHODE ISLAND	PUBLIC	371	345
SOUTH CAROLINA	PRIVATE	63	99
SOUTH DAKOTA	PRIVATE	626	51
TENNESSEE	PRIVATE	132	54
TEXAS	PRIVATE	847	156
UTAH	PRIVATE	641	182
VERMONT	PRIVATE	832	271
VIRGIN ISLAND	PRIVATE	298	44
VIRGINIA	PUBLIC	74	175
WASHINGTON	PUBLIC	136	676
WEST VIRGINIA	PRIVATE	68	43
WISCONSIN	PUBLIC	309	326
WYOMING	PRIVATE	26	39
*** Total ***		41969	12683

Client Assistance Program (CAP) 1988 Program Performance Report

Types of Individuals Served

	Applicants of VR	Clients of VR	Appl/Client ILPs	Appl/Client Special Projs	Facilities
ALABAMA	5	34	0	0	2
ALASKA	10	21	3	0	0
AMERICAN SAMOA	47	6	30	31	0
ARIZONA	41	88	24	10	16
ARKANSAS	10	48	4	1	0
CALIFORNIA	346	672	7	2	11
COLORADO	31	33	0	0	0
CONNECTICUT	64	214	9	3	2
DELAWARE	48	93	7	4	30
D.C.	10	46	1	0	0
FLORIDA	198	320	2	0	0
GEORGIA	76	54	2	0	0
GUAM	3	5	1	1	4
HAWAII	252	20	0	0	2
IDAHO	42	83	2	1	0
ILLINOIS	223	152	4	0	0
INDIANA	44	97	0	0	0
IOWA	53	72	0	0	0
KANSAS	60	145	8	2	0
KENTUCKY	111	92	13	0	0
LOUISIANA	77	253	6	4	3
MAINE	88	124	28	16	7
MARYLAND	120	136	0	0	0
MASSACHUSETTS	164	436	78	21	7
MICHIGAN	230	441	7	6	3
MINNESOTA	243	225	0	4	0
MISSISSIPPI	20	28	3	0	0
MISSOURI	126	79	2	0	0
MONTANA	14	19	3	0	6
NEBRASKA	16	102	1	0	0
NEVADA	78	76	10	0	0
NEW HAMPSHIRE	18	18	2	2	2
NEW JERSEY	47	140	2	0	1
NEW MEXICO	6	78	0	0	1
NEW YORK	244	650	1	15	25
NORTH CAROLINA	104	73	8	0	0
NORTH DAKOTA	65	49	0	0	0
NORTHERN MARIANAS	0	13	0	0	0
OHIO	142	103	2	0	0
OKLAHOMA	38	98	0	0	0
OREGON	27	42	0	0	0
PENNSYLVANIA	85	337	0	1	0
PUERTO RICO	40	117	0	0	0
RHODE ISLAND	204	134	7	0	0
SOUTH CAROLINA	9	91	0	0	0
SOUTH DAKOTA	17	21	4	2	7
TENNESSEE	6	42	1	5	0
TEXAS	56	91	5	3	1
UTAH	63	96	19	4	0
VERMONT	39	218	14	0	0
VIRGIN ISLAND	20	19	4	0	1
VIRGINIA	21	151	3	0	0
WASHINGTON	324	349	2	1	0
WEST VIRGINIA	23	20	0	0	0
WISCONSIN	106	219	1	0	0
WYOMING	17	19	3	0	0
*** Total ***	4571	7472	333	139	131

Client Assistance Program (CAP) 1988 Program Performance Report

Source of Person's Concerns

	Total	VR Only	Other Rehab	Both VR & Rehab
ALABAMA	41	41	0	0
ALASKA	34	28	2	4
AMERICAN SAMOA	114	53	30	31
ARIZONA	179	140	8	31
ARKANSAS	63	24	7	32
CALIFORNIA	1038	613	65	360
COLORADO	64	56	0	8
CONNECTICUT	292	219	13	60
DELAWARE	182	112	11	59
DISTRICT OF COLUMBIA	57	53	2	2
FLORIDA	520	322	1	197
GEORGIA	132	112	12	8
GUAM	11	1	5	5
HAWAII	274	262	9	3
IDAHO	128	126	2	0
ILLINOIS	379	330	6	43
INDIANA	141	136	0	5
IOWA	125	66	0	59
KANSAS	215	161	9	45
KENTUCKY	216	201	0	15
LOUISIANA	343	270	14	59
MAINE	287	79	129	79
MARYLAND	256	255	1	0
MASSACHUSETTS	706	364	152	190
MICHIGAN	687	616	37	34
MINNESOTA	472	362	0	110
MISSISSIPPI	51	31	5	0
MISSOURI	207	133	33	41
MONTANA	42	33	3	6
NEBRASKA	119	116	1	2
NEVADA	164	136	19	9
NEW HAMPSHIRE	112	78	4	30
NEW JERSEY	190	172	1	17
NEW MEXICO	85	83	1	1
NEW YORK	935	783	41	111
NORTH CAROLINA	185	175	9	1
NORTH DAKOTA	114	94	0	20
NORTHERN MARIANAS	13	13	0	0
OHIO	247	226	6	15
OKLAHOMA	136	118	0	18
OREGON	69	65	0	4
PENNSYLVANIA	423	377	12	34
PUERTO RICO	157	157	0	0
RHODE ISLAND	345	175	1	169
SOUTH CAROLINA	99	99	0	0
SOUTH DAKOTA	51	38	4	9
TENNESSEE	54	46	2	6
TEXAS	156	129	8	19
UTAH	182	138	16	28
VERMONT	271	0	14	257
VIRGIN ISLAND	44	32	12	0
VIRGINIA	175	166	3	6
WASHINGTON	676	673	3	0
WEST VIRGINIA	43	43	0	0
WISCONSIN	326	274	3	49
WYOMING	39	33	0	6
*** Total ***	12666	9638	716	2297

Client Assistance Program (CAP) 1988 Program Performance Report

Problem Areas

	Client Staff	Service Related	Eligibility Application	Other Probs	Non Rehab	Unrpt
ALABAMA	12	9	17	3	0	0
ALASKA	21	22	21	2	0	0
AMERICAN SAMOA	0	0	0	0	0	0
ARIZONA	51	68	22	12	2	0
ARKANSAS	26	43	21	25	9	0
CALIFORNIA	196	495	289	206	174	0
COLORADO	1	33	25	5	0	0
CONNECTICUT	50	239	22	82	5	0
DELAWARE	22	42	33	41	44	0
DISTRICT OF COLUMBIA	35	44	40	21	4	0
FLORIDA	170	177	151	35	85	0
GEORGIA	70	65	22	17	7	0
GUAM	2	4	3	13	5	0
HAWAII	10	18	244	0	2	0
IDAHO	52	41	15	0	0	0
ILLINOIS	83	161	28	75	34	0
INDIANA	94	27	29	11	0	0
IOWA	37	41	59	4	75	0
KANSAS	64	150	60	31	13	0
KENTUCKY	31	112	80	25	1	0
LOUISIANA	49	167	98	24	5	0
MAINE	14	92	46	43	89	0
MARYLAND	17	198	34	1	6	0
MASSACHUSETTS	141	483	196	119	128	0
MICHIGAN	71	418	85	146	37	0
MINNESOTA	179	216	234	48	216	0
MISSISSIPPI	9	12	19	11	0	51
MISSOURI	0	77	54	76	0	0
MONTANA	5	27	16	0	0	0
NEBRASKA	16	76	11	16	0	0
NEVADA	30	51	24	56	5	0
NEW HAMPSHIRE	9	71	15	10	7	0
NEW JERSEY	26	114	47	3	0	0
NEW MEXICO	13	63	25	5	0	0
NEW YORK	132	528	213	251	30	0
NORTH CAROLINA	23	130	31	32	0	0
NORTH DAKOTA	7	67	40	0	0	0
NORTHERN MARIANAS	4	9	3	2	0	0
OHIO	74	128	42	6	0	0
OKLAHOMA	38	95	29	11	35	0
OREGON	18	29	19	3	0	0
PENNSYLVANIA	185	367	99	17	12	0
PUERTO RICO	10	100	42	5	0	0
RHODE ISLAND	135	27	22	161	2	0
SOUTH CAROLINA	23	56	15	5	0	0
SOUTH DAKOTA	7	20	11	4	9	0
TENNESSEE	12	33	14	0	1	0
TEXAS	120	98	107	0	27	0
UTAH	15	102	67	7	2	0
VERMONT	192	34	39	5	0	0
VIRGIN ISLAND	1	25	14	4	0	0
VIRGINIA	20	145	21	8	0	0
WASHINGTON	117	218	102	480	48	0
WEST VIRGINIA	15	6	20	2	0	0
WISCONSIN	44	169	64	49	0	0
WYOMING	34	31	14	5	1	0
*** Total ***	2832	6273	3113	2223	1144	51

Client Assistance Program (CAP) 1988 Program Performance Report

Major Disabling Condition

	Blind Both Eyes	Other Visual	Deaf-ness	Hard of Hearing	Orthopedic Impairments
ALABAMA	6	1	0	0	7
ALASKA	0	4	5	0	6
AMERICAN SAMOA	0	3	0	0	25
ARIZONA	8	10	6	11	56
ARKANSAS	4	2	2	0	16
CALIFORNIA	47	45	46	20	332
COLORADO	4	65	1	1	2
CONNECTICUT	17	8	12	4	93
DELAWARE	2	2	44	4	42
DISTRICT OF COLUMBIA	3	1	1	3	4
FLORIDA	19	26	23	17	190
GEORGIA	4	12	1	5	59
GUAM	1	0	4	0	1
HAWAII	3	0	4	1	81
IDAHO	10	7	2	2	55
ILLINOIS	54	13	16	10	123
INDIANA	9	4	4	1	41
IOWA	0	4	3	4	41
KANSAS	46	6	14	2	78
KENTUCKY	17	14	[illegible]	9	61
LOUISIANA	19	14	2[illegible]	7	114
MAINE	3	18	27	8	69
MARYLAND	13	3	51	9	53
MASSACHUSETTS	55	12	17	4	117
MICHIGAN	208	7	14	13	55
MINNESOTA	9	13	23	6	98
MISSISSIPPI	18	2	0	11	2
MISSOURI	19	5	3	15	37
MONTANA	0	0	1	1	10
NEBRASKA	1	0	8	4	27
NEVADA	6	10	4	5	55
NEW HAMPSHIRE	7	3	3	0	24
NEW JERSEY	33	20	2	0	62
NEW MEXICO	3	3	4	5	22
NEW YORK	121	19	44	20	124
NORTH CAROLINA	6	6	3	3	80
NORTH DAKOTA	1	4	1	4	40
NORTHERN MARIANAS	0	0	0	4	6
OHIO	12	18	9	3	77
OKLAHOMA	2	11	1	4	50
OREGON	1	0	4	3	26
PENNSYLVANIA	17	43	9	19	128
PUERTO RICO	11	11	7	1	68
RHODE ISLAND	17	22	1	16	100
SOUTH CAROLINA	10	5	1	3	20
SOUTH DAKOTA	1	3	3	4	10
TENNESSEE	1	3	1	0	16
TEXAS	13	2	23	4	31
UTAH	3	7	3	9	43
VERMONT	0	4	0	11	13
VIRGIN ISLAND	0	0	3	5	2
VIRGINIA	6	10	4	6	39
WASHINGTON	28	16	22	15	150
WEST VIRGINIA	0	7	0	0	8
WISCONSIN	13	6	15	4	114
WYOMING	2	0	0	1	18
*** Total ***	913	534	527	321	3221

Major Disabling Condition (Continued)

	Absence Extremities	MI	Substance Abuse	MR	Specific LDs	Respiratory Disorders
ALABAMA	0	8	1	2	0	0
ALASKA	1	7	1	1	0	1
AMERICAN SAMOA	2	20	1	2	0	0
ARIZONA	4	2	8	19	7	2
ARKANSAS	2	21	1	4	10	0
CALIFORNIA	26	165	43	11	38	10
COLORADO	1	11	1	4	4	0
CONNECTICUT	1	48	8	7	29	2
DELAWARE	1	35	6	21	4	2
DISTRICT OF COLUMBIA	3	7	12	1	12	1
FLORIDA	11	75	26	7	14	6
GEORGIA	9	17	5	7	2	0
GUAM	1	0	0	5	0	1
HAWAII	1	92	28	6	15	4
IDAHO	2	15	3	0	2	3
ILLINOIS	14	38	5	27	16	4
INDIANA	6	18	6	9	0	2
IOWA	3	19	6	9	1	2
KANSAS	1	18	6	10	6	2
KENTUCKY	2	33	7	14	8	2
LOUISIANA	4	46	8	17	16	3
MAINE	1	49	3	33	13	4
MARYLAND	3	43	7	12	23	0
MASSACHUSETTS	20	85	44	27	42	14
MICHIGAN	5	104	44	13	24	2
MINNESOTA	4	96	73	30	17	2
MISSISSIPPI	2	4	1	0	3	1
MISSOURI	0	18	4	13	18	1
MONTANA	2	9	4	0	8	0
NEBRASKA	3	33	9	3	2	1
NEVADA	3	21	13	5	5	2
NEW HAMPSHIRE	0	6	3	6	6	1
NEW JERSEY	1	38	14	6	8	1
NEW MEXICO	4	11	4	3	5	1
NEW YORK	9	110	16	28	68	4
NORTH CAROLINA	2	25	5	5	4	0
NORTH DAKOTA	3	13	10	9	8	1
NORTHERN MARIANAS	0	0	0	1	1	0
OHIO	7	45	7	6	13	0
OKLAHOMA	1	16	9	6	0	3
OREGON	0	13	3	0	0	2
PENNSYLVANIA	5	62	25	6	34	4
PUERTO RICO	11	9	2	5	1	1
RHODE ISLAND	9	65	20	12	24	12
SOUTH CAROLINA	2	12	1	9	4	1
SOUTH DAKOTA	1	4	4	2	6	1
TENNESSEE	0	8	0	0	4	1
TEXAS	2	20	6	15	6	1
UTAH	0	37	7	12	4	2
VERMONT	4	28	5	6	9	0
VIRGIN ISLAND	3	2	7	6	6	0
VIRGINIA	7	20	1	13	13	1
WASHINGTON	4	125	66	32	32	4
WEST VIRGINIA	0	7	2	9	4	1
WISCONSIN	7	66	43	13	15	0
WYOMING	1	10	0	2	0	0
*** Total ***	221	1909	644	531	614	116

Client Assistance Program (CAP) 1988 Program Performance Report

Major Disabling Condition (Continued)

	Heart & Other Cir	Digestive Disorders	Genitourinary Conditions	Speech Impair	All Other	Disability Unknown	TBI
ALABAMA	1	0	1	1	0	12	0
ALASKA	0	0	0	1	6	0	0
AMERICAN SAMOA	5	0	0	0	10	40	1
ARIZONA	0	0	0	2	28	11	3
ARKANSAS	0	0	0	0	0	0	0
CALIFORNIA	31	3	5	5	72	25	48
COLORADO	0	0	0	0	17	1	0
CONNECTICUT	0	1	0	2	21	21	17
DELAWARE	5	1	0	5	0	1	0
DISTRICT OF COLUMBIA	1	1	0	0	1	0	0
FLORIDA	15	15	15	3	7	7	46
GEORGIA	2	1	4	3	9	0	1
GUAM	0	0	0	0	0	0	0
HAWAII	3	1	0	1	24	0	3
IDAHO	3	0	1	0	12	0	0
ILLINOIS	13	4	2	0	34	1	6
INDIANA	3	1	1	0	22	0	9
IOWA	1	0	1	0	20	1	0
KANSAS	5	0	0	0	0	0	5
KENTUCKY	7	1	4	3	11	0	17
LOUISIANA	11	1	10	15	20	2	23
MAINE	5	2	0	0	19	7	4
MARYLAND	4	0	1	2	10	18	3
MASSACHUSETTS	15	1	0	1	35	11	43
MICHIGAN	10	0	0	3	102	37	29
MINNESOTA	11	2	4	0	54	21	4
MISSISSIPPI	1	0	0	1	0	0	0
MISSOURI	10	0	0	0	45	14	7
MONTANA	2	1	0	0	0	0	1
NEBRASKA	2	0	0	0	16	0	0
NEVADA	8	5	2	3	5	6	8
NEW HAMPSHIRE	5	0	0	1	29	2	8
NEW JERSEY	0	0	0	0	2	0	1
NEW MEXICO	0	0	0	1	15	2	2
NEW YORK	4	1	0	5	86	21	5
NORTH CAROLINA	4	13	13	0	5	1	3
NORTH DAKOTA	5	1	0	0	3	0	3
NORTHERN MARIANAS	0	0	0	0	1	0	0
OHIO	4	0	9	5	14	2	12
OKLAHOMA	2	2	0	0	29	0	0
OREGON	0	0	1	0	6	0	2
PENNSYLVANIA	6	2	4	17	16	4	16
PUERTO RICO	4	6	0	3	5	0	1
RHODE ISLAND	4	0	3	3	20	3	4
SOUTH CAROLINA	2	2	2	1	8	0	10
SOUTH DAKOTA	0	0	0	0	4	2	4
TENNESSEE	0	0	0	0	10	5	7
TEXAS	3	0	0	0	5	0	10
UTAH	0	1	0	2	3	10	1
VERMONT	3	0	0	0	117	0	5
VIRGIN ISLAND	0	0	0	0	10	0	0
VIRGINIA	7	4	3	3	10	0	14
WASHINGTON	12	0	0	2	39	42	35
WEST VIRGINIA	0	0	0	0	1	0	3
WISCONSIN	2	3	2	0	0	2	1
WYOMING	1	0	0	0	1	0	1
*** Total ***	242	76	88	94	1039	332	426

Client Assistance Program (CAP) 1988 Program Performance Report
Types of Services Provided

	I&R	Advis/ Interp	Medi- ation	Admin	Legal	Transport- ation
ALABAMA	4	2	17	0	0	0
ALASKA	34	34	28	1	0	0
AMERICAN SAMOA	114	67	5	3	5	34
ARIZONA	83	130	96	5	1	4
ARKANSAS	26	52	31	10	4	14
CALIFORNIA	501	676	308	61	14	0
COLORADO	64	64	59	5	5	1
CONNECTICUT	236	152	118	87	10	3
DELAWARE	45	73	47	7	0	10
DISTRICT OF COLUMBIA	49	48	52	15	0	2
FLORIDA	435	434	351	1	1	0
GEORGIA	64	21	16	5	0	0
GUAM	12	13	9	0	4	2
HAWAII	208	100	15	1	0	0
IDAHO	61	18	28	5	1	0
ILLINOIS	70	118	173	19	6	0
INDIANA	68	61	58	14	3	0
IOWA	125	120	46	31	0	4
KANSAS	105	46	147	18	12	3
KENTUCKY	126	122	47	6	10	0
LOUISIANA	302	291	196	25	4	0
MAINE	190	154	83	49	0	0
MARYLAND	47	56	136	5	2	0
MASSACHUSETTS	483	424	150	87	60	0
MICHIGAN	687	591	347	57	10	0
MINNESOTA	472	276	184	10	0	0
MISSISSIPPI	18	6	27	0	0	0
MISSOURI	46	195	9	3	0	0
MONTANA	17	37	3	0	0	0
NEBRASKA	27	55	37	0	0	0
NEVADA	51	96	65	7	0	0
NEW HAMPSHIRE	9	10	39	1	0	0
NEW JERSEY	190	190	159	12	7	12
NEW MEXICO	1	19	42	5	0	0
NEW YORK	339	760	299	125	28	10
NORTH CAROLINA	50	84	44	2	0	0
NORTH DAKOTA	0	0	114	0	0	0
NORTHERN MARIANAS	7	0	2	12	0	1
OHIO	247	247	163	26	14	0
OKLAHOMA	120	136	114	11	1	1
OREGON	9	68	55	6	0	0
PENNSYLVANIA	417	407	362	48	0	0
PUERTO RICO	30	20	70	37	0	0
RHODE ISLAND	277	274	97	2	0	0
SOUTH CAROLINA	1	47	48	3	0	0
SOUTH DAKOTA	6	15	28	1	1	0
TENNESSEE	31	10	17	0	4	0
TEXAS	156	156	67	9	5	1
UTAH	25	40	45	41	0	0
VERMONT	271	271	271	6	2	8
VIRGIN ISLAND	16	28	10	0	0	0
VIRGINIA	43	86	175	12	0	0
WASHINGTON	558	305	133	64	3	0
WEST VIRGINIA	43	43	10	10	2	0
WISCONSIN	58	268	173	95	0	0
WYOMING	34	18	7	1	3	0
*** Total ***	7708	8034	5432	1066	222	110

NARRATIVE SUMMARY
1988 Annual Report

This narrative summary contains anecdotal examples of CAP activities for fiscal year 1988. It is not intended to be a comprehensive listing of all the types of activities these agencies undertake, but rather a sample of the types and scope of activities, other than individual case services, in which CAPs are involved.

Client Assistance Program

FLORIDA Advocacy Center for Persons with Disabilities developed and managed informational resources, most notably materials relating to traumatic head injury and deafness and the issues attendant to these disabilities. CAP also disseminates, upon request or as part of outreach efforts, information on individual topics, programs, or laws which impact CAP consumers. It is envisioned that this process will be streamlined by the development of computerized access to in-house information. The Center also developed a five year plan for independent living in conjunction with the Independent Living Council, addressing and prioritizing goals for Independent Living Centers. In addition, the Center developed a program directive from DVR allowing 30 days after an ineligibility decision notification before a file is closed. Although a client may still appeal after case closure, earlier appeals prevent delays in the rehabilitation process and a counselor's ability to "dump" a client.

HAWAII Protection & Advocacy Agency and the Hawaii Centers for Independent Living signed a cooperative agreement establishing a referral process designed to minimize duplication of services. The agreement also established procedures for the distribution of agency information to the public.

LOUISIANA Advocacy Center for the Elderly and Disabled advocated for the expansion of DRS services geared to the needs of persons with traumatic brain injury (TBI). CAP client data from FY 85-87 clearly illustrated that persons with TBI consistently experienced problems in securing DRS services. Through diligent CAP systems advocacy activities, Louisiana DRS formed a Head Injury Task Force to address the planning needs of this population. The Head Injury Task Force implemented a method used by DRS counselors to identify all current DRS clients with head injuries; developed a DRS head injury referral packet; and developed procedures for improved processing of clients with head injuries in the DRS system.

RHODE ISLAND Client Assistance Program receives referrals from VR counselors concerning all unsuccessful closures, and is given an opportunity to research the client's experience with the VR agency. In an attempt to further establish contact with preclosure referrals and enhance outreach efforts, a VR contact letter was modified to include a request that the client contact RICAP not only if there was concern, but also to discuss their experience with VR. During FY '89, RICAP hopes to develop an outreach model that uses a Consumer Guide. RICAP hopes to use the Guide in rehabilitation facilities and at client orientation to the VR process.

RICAP feels that such a model is essential for a more preventative approach to client concerns and can enhance a client's skills in self-advocacy during and beyond the rehabilitation process.

NEBRASKA Client Assistance Program has formed a Service Improvement Committee (SIC) to identify significant problem areas in the delivery of rehabilitation services and to recommend means and methods of overcoming the problems. During FY 1988, the SIC met to examine the problem area of financial aid for post-secondary schools. After the committee pointed out problem areas and recommended possible solutions, the solutions were presented to each Division of Rehabilitation Office for input and brought back to the SIC where they were discussed in an effort to determine the best possible solution and the necessary procedures for implementing the new policy, as well as any barriers that still existed and how to overcome them.

NEVADA Client Assistance Program participated in a paragraph-by-paragraph revision of the State VR Policy and Procedures Manual. CAP viewed the revision as an opportunity to add language to the manual which would benefit consumers. CAP's input also contributed to the opening of the revision process to public comment, thereby enhancing consumer involvement. Nevada's internal CAP received support from its administrating agency in separating CAP's printed image from that of the state agency. Since the state VR program and CAP shared similar letterhead and since much of CAP's communications were via mail, the similarity in VR printed image caused some clients to view CAP as part of the VR program. Consequently, many clients identified CAP as an adversary along with the VR program and did not seek proper assistance. An exception to the state printing policy was made, and CAP has developed a separate identity providing easier identification to clients with concerns.

NORTH CAROLINA Client Assistance Program has the opportunity to review new and revised policies developed by the state's rehabilitation programs. CAP has also made some recommendations for policy review in the General VR Agency based on client concerns handled by CAP. In one situation, a client with an emotional disability was being denied sponsorship of training in a residential program for persons with emotional problems because the VR counselor was unable to make a determination that there was a reasonable expectation of employment for the individual. Agency policy prevented the counselor from sponsoring the client in the program from extended evaluation status, stating that all clients sponsored must be in active status. At the request of CAP, this policy was reviewed and changed to allow for sponsorship in extended evaluation status. It is felt that this change will benefit not only this client, but others who might have been ruled out of the program.

NORTH DAKOTA Client Assistance Program provided orientation to the Supported Employment Program to all staff at an in-service training workshop conducted in January, 1987. The CAP Director presented the program and its availability to serve the clients of the Supported Employment Program. Facilities, providers, and VR agency staff participated in this workshop.

SOUTH CAROLINA P&A System for the Handicapped, Inc. completed a FY 1987 study of the status of planning for transition from school to work for students with handicaps. Subsequently, a brochure was developed by the general VR agency and given to all high schools in the State. SCP&A received funds from the South Carolina Bar Foundation Interest on Lawyers Trust Account (IOLTA) to provide workshops for parents on planning for successful transitions. The aim of the project is to raise the consciousness of parents and service providers in regard to transition issues and to encourage them to take the initiative in the future. Since the VR agency will be involved with many of these individuals, CAP has followed the project closely. With sixteen (16) workshops being presented to 455 persons during FY 1988, the project was refunded for FY 1989. In addition to the workshops, a Carl Perkins Vocational Act Fact Sheet was developed and made available to interested parties.

WEST VIRGINIA Advocates, Inc. became more involved with students of the West Virginia Rehabilitation Center. Through involvement with these students, CAP representatives began to observe the fact that center staff had patronizing attitudes towards these students. While a high majority of these students are 18 years old or older, the attitude towards them seems to be one of controlling their behavior both on and off the Center's campus, with some of the WVDRS rules being more restrictive than those found in high schools and colleges. For example, "on campus sexual activity involving contact with another person," including hugging, holding hands and kissing in public areas such as the cafeteria or recreation room, is considered a major behavior problem. Students can also be suspended for the Center for the "violation of any law", even when the violation occurs off the Center campus and even when charges have not been brought by a law enforcement agency or in Court of law. WVACAP is working with the center to change such patronizing attitudes and inappropriate rules.

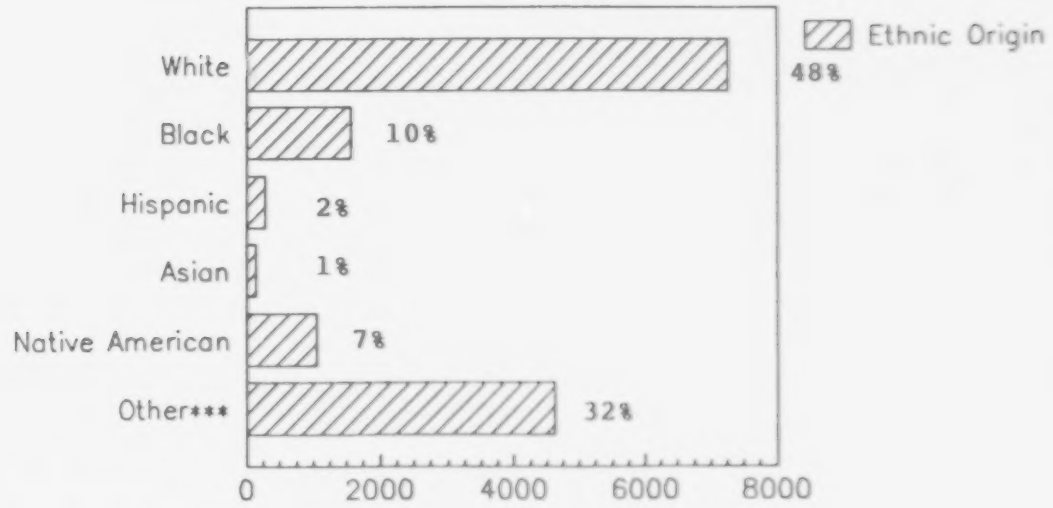
PROTECTION & ADVOCACY SYSTEM FOR PERSONS WITH MENTAL ILLNESS (PAMI) REPORT

Bar Graphs 36

Program Performance Report - (State Statistics). 40

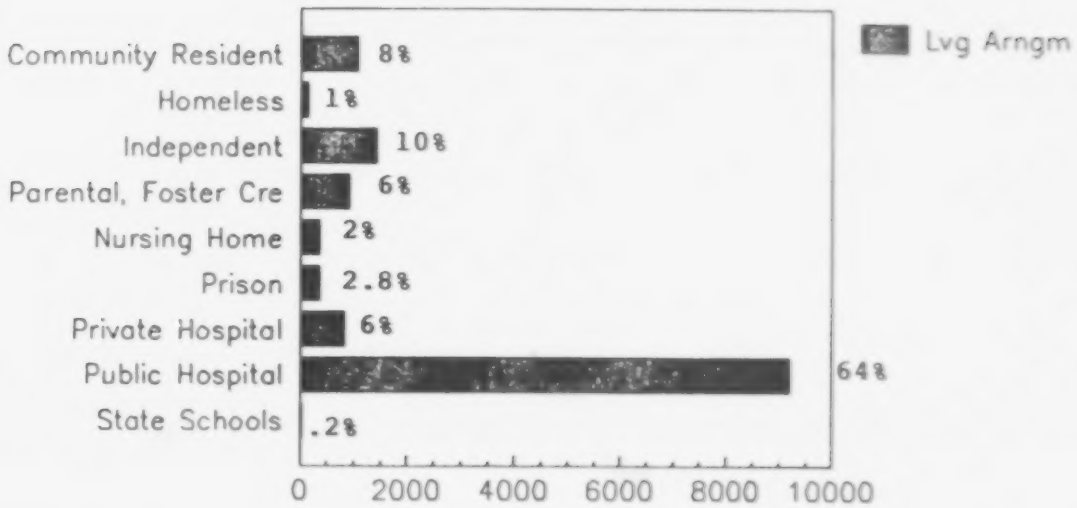
Narrative Summary. 50

PAMI – 1988
Ethnic Background of Clients in U.S.



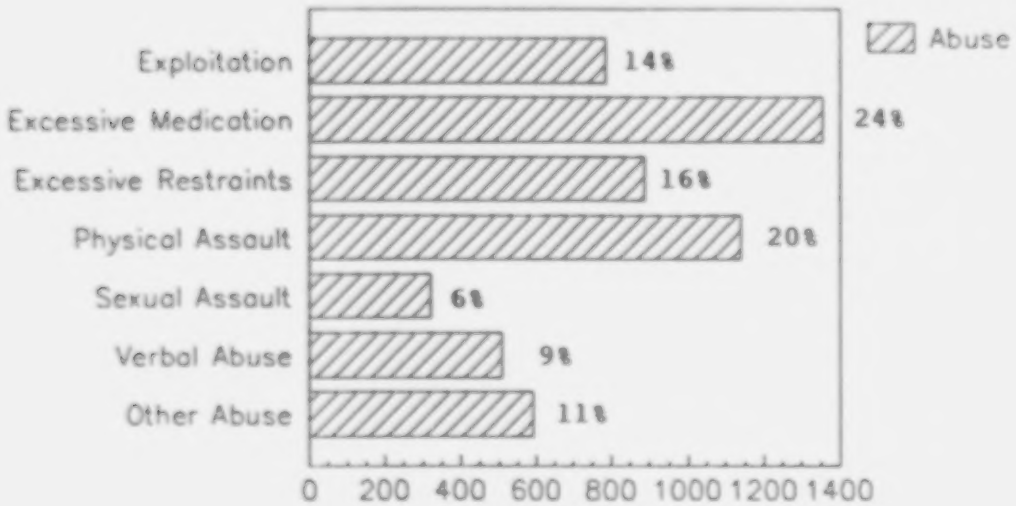
**Note: This category reflects both "other" and "not available".

PAMI – 1988
Client Living Arrangment in U.S.

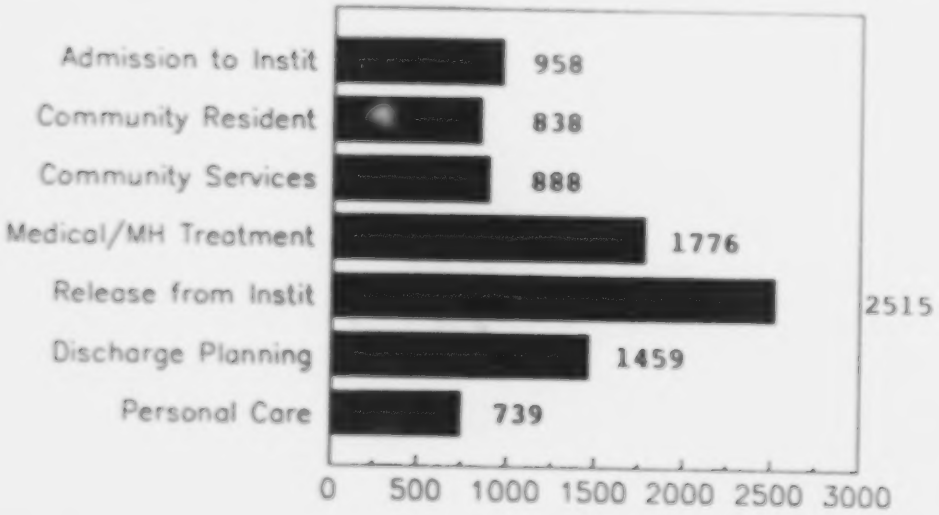


**Note: Categories of "other" and/or "unreported" are not reflected in this chart.

PAMI – 1988
Alleged/Reported ABUSE in U.S.

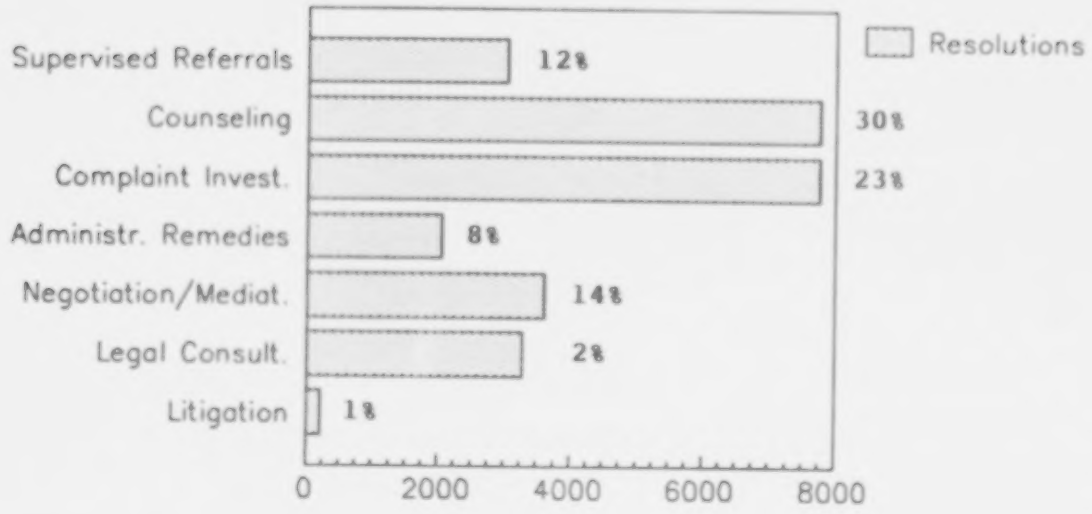


PAMI – 1988
Alleged/Reported NEGLECT in U.S.



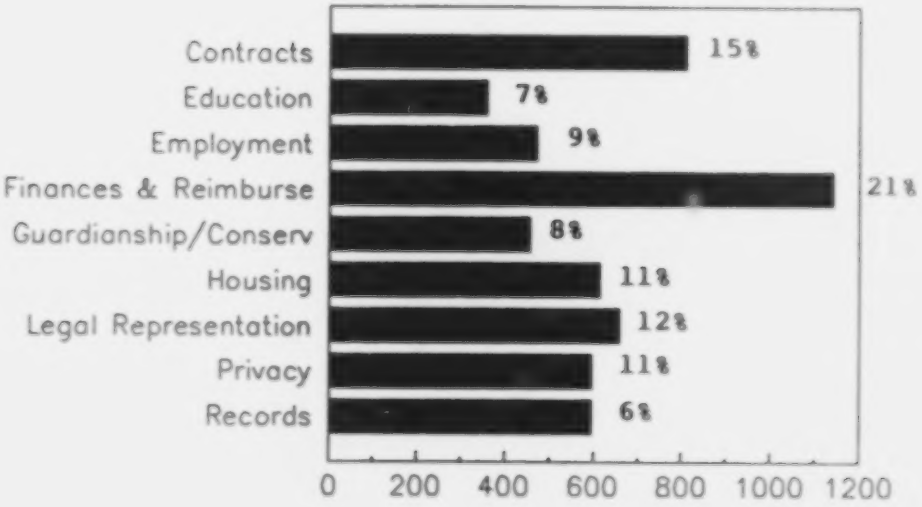
** Note: Categories of "other" and/or "unreported" are not reflected in this chart.

PAMI – 1988
Intervention Strategies in U.S.



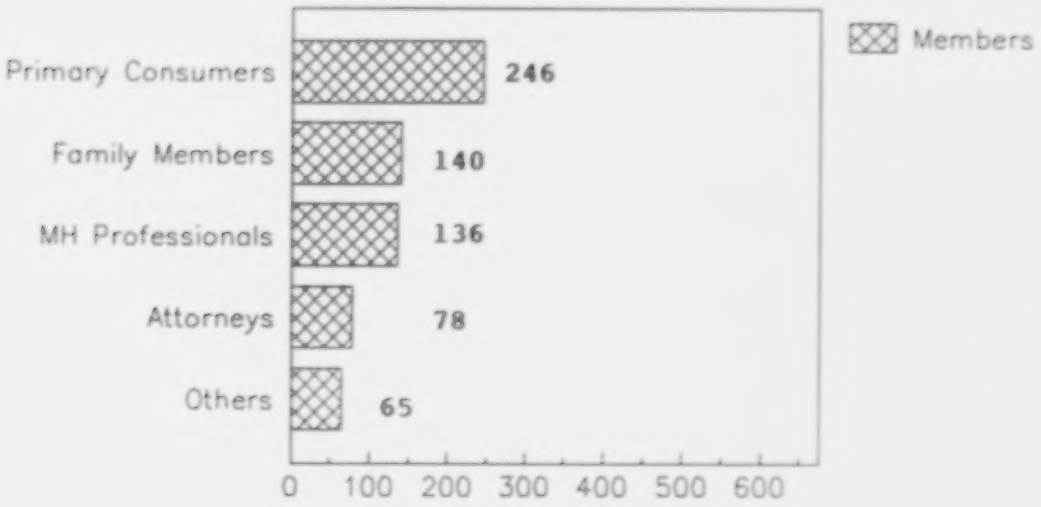
** Note: Categories of "other" and/or "unreported" are not reflected in this chart.

PAMI – 1988
Protection of Rights Cases in U.S.



** Note: Categories of "other" and/or "unreported" are not reflected in this chart.

PAMI – 1988
Advisory Council Membership in U.S.



	Total Clients Served	MI Only	MI&DD	# Death Reports
ALABAMA	115	106	10	2
ALASKA	172	144	28	0
AMERICAN SAMOA	27	19	8	0
ARIZONA	125	115	10	1
ARKANSAS	75	54	21	0
CALIFORNIA	156	146	10	0
COLORADO	102	94	8	0
CONNECTICUT	158	134	24	0
DELAWARE	186	156	30	0
DISTRICT OF COLUMBIA	103	87	16	0
FLORIDA	44	41	3	2
GEORGIA	587	555	32	0
GUAM	17	11	6	0
HAWAII	93	82	11	0
IDAHO	167	167	0	0
ILLINOIS	376	308	68	0
INDIANA	237	217	20	2
IOWA	52	43	9	2
KANSAS	65	49	16	5
KENTUCKY	197	134	63	2
LOUISIANA	155	135	20	1
MAINE	102	65	37	5
MARYLAND	147	122	25	0
MASSACHUSETTS	997	964	33	0
MICHIGAN	1098	725	373	60
MINNESOTA	311	236	75	3
MISSISSIPPI	18	16	2	0
MISSOURI	202	199	3	0
MONTANA	194	180	14	0
NEBRASKA	202	199	3	0
NEVADA	318	296	22	4
NEW HAMPSHIRE	169	119	50	0
NEW JERSEY	890	811	79	10
NEW MEXICO	107	74	33	11
NEW YORK	1170	1137	33	276
NORTH CAROLINA	717	717	0	2
NORTH DAKOTA	125	60	65	0
NORTHERN MARIANAS ISLANDS	18	14	4	0
OHIO	2430	2398	32	0
OKLAHOMA	384	384	0	2
OREGON	236	217	19	4
PENNSYLVANIA	516	473	43	2
PUERTO RICO	1	1	0	0
RHODE ISLAND	49	35	14	1
SOUTH CAROLINA	348	235	113	3
SOUTH DAKOTA	93	78	15	0
TENNESSEE	48	38	10	1
TEXAS	76	68	8	1
UTAH	134	124	10	0
VERMONT	138	136	2	2
VIRGINIA	166	66	100	2
VIRGIN ISLANDS	3	0	3	0
WASHINGTON	149	132	17	3
WEST VIRGINIA	197	160	37	5
WISCONSIN	144	118	26	9
*** Total ***	15106	13394	1712	423

Ethnic Background

	White	Black	Hispanic	Asian	Native Am.	Other	Not Avail
ALABAMA	80	28	0	0	0	0	8
ALASKA	93	3	0	2	37	1	36
AMERICAN SAMOA	0	0	0	27	0	0	0
ARIZONA	91	9	15	1	1	0	8
ARKANASAS	46	28	0	0	1	0	0
CALIFORNIA	62	21	21	10	0	0	42
COLORADO	0	0	0	0	0	0	102
CONNECTICUT	118	13	5	0	0	0	20
DELAWARE	149	35	2	0	0	0	0
D.C.	18	52	10	0	0	0	23
FLORIDA	37	4	0	0	0	0	3
GEORGIA	262	124	3	0	0	0	198
GUAM	2	2	0	13	0	0	0
HAWAII	43	0	0	26	0	11	7
IDAHO	144	1	4	2	5	1	10
ILLINOIS	242	59	11	1	1	62	0
INDIANA	178	41	4	1	0	0	13
IOWA	47	2	0	0	0	0	3
KANSAS	50	11	1	0	3	0	0
KENTUCKY	178	16	0	1	0	0	2
LOUISIANA	90	57	1	0	0	1	6
MAINE	79	1	0	0	0	2	20
MARYLAND	100	36	0	2	0	0	9
MASSACHUSETTS	888	60	35	7	1	2	4
MICHIGAN	235	62	3	0	1	0	797
MINNESOTA	273	11	1	3	8	10	5
MISSISSIPPI	13	4	1	0	0	0	0
MISSOURI	93	32	0	0	0	1	76
MONTANA	175	0	0	0	17	0	2
NEBRASKA	93	32	0	0	0	1	76
NEVADA	281	31	2	2	0	2	0
NEW HAMPSHIRE	162	0	0	0	0	0	7
NEW JERSEY	391	146	31	2	2	3	315
NEW MEXICO	45	9	48	0	2	0	3
NEW YORK	205	76	38	0	0	0	851
NORTH CAROLINA	454	200	0	0	1	7	53
NORTH DAKOTA	103	0	2	0	0	0	20
N. MARIANAS ISL.	1	0	0	17	0	0	0
OHIO	0	0	0	0	895	2	1535
OKLAHOMA	235	84	0	0	65	0	0
OREGON	177	13	9	1	3	0	33
PENNSYLVANIA	314	60	19	9	1	0	113
PUERTO RICO	0	0	1	0	0	0	0
RHODE ISLAND	48	1	0	0	0	0	0
SOUTH CAROLINA	213	126	3	1	1	0	4
SOUTH DAKOTA	78	0	0	0	13	1	1
TENNESSEE	30	18	0	0	0	0	0
TEXAS	29	5	2	0	0	4	36
UTAH	129	0	4	1	0	0	0
VERMONT	116	3	1	1	1	0	16
VIRGINIA	0	0	0	0	0	0	0
VIRGIN ISLANDS	0	3	0	0	0	0	0
WASHINGTON	97	4	2	0	2	2	42
WEST VIRGINIA	161	26	0	1	0	9	0
WISCONSIN	115	15	0	6	3	2	3
Total	7263	1564	279	137	1064	124	4626

Client's Living Arrangement

	Comm Resid	Home less	Indep	Family	Nurs Home	Prison	Priv Hosp	Pub Hosp	State Sch	Other	Not Avail
ALABAMA	1	1	4	4	0	3	1	102	0	0	0
ALASKA	25	4	39	9	1	18	9	64	0	0	3
AMERICAN SAMOA	3	0	0	21	0	2	1	0	0	0	0
ARIZONA	19	1	16	7	1	19	3	59	0	0	0
ARKANSAS	7	1	5	6	21	6	9	20	0	0	0
CALIFORNIA	7	0	7	6	2	0	36	27	0	60	11
COLORADO	7	0	21	15	1	0	3	55	0	0	0
CONNECTICUT	0	3	8	0	0	0	0	144	0	0	3
DELAWARE	9	0	12	7	0	7	10	140	1	0	0
DISTRICT OF COLUMBIA	17	6	24	0	0	0	8	31	0	12	5
FLORIDA	3	0	8	19	0	0	1	5	0	7	1
GEORGIA	41	5	30	17	1	5	5	483	0	0	0
GUAM	8	3	0	4	0	1	0	0	0	1	0
HAWAII	8	3	13	6	0	5	20	37	0	0	1
IDAHO	27	2	24	9	0	2	10	90	0	3	0
ILLINOIS	123	26	17	0	150	48	12	0	0	0	0
INDIANA	11	1	6	7	1	2	7	200	1	0	1
IOWA	1	1	7	16	0	0	6	21	0	0	0
KANSAS	0	1	1	1	6	5	3	43	0	5	0
KENTUCKY	11	2	22	35	4	5	30	87	0	0	1
LOUISIANA	2	1	2	4	2	0	1	141	0	0	2
MAINE	3	2	11	29	1	1	17	38	0	0	0
MARYLAND	14	0	13	15	2	1	64	33	2	3	0
MASSACHUSETTS	8	0	8	10	2	0	5	959	0	5	0
MICHIGAN	32	2	211	148	9	37	41	337	0	15	266
MINNESOTA	66	1	9	51	2	1	32	56	0	18	75
MISSISSIPPI	1	1	1	2	0	0	0	13	0	0	0
MISSOURI	18	3	3	16	2	4	9	114	1	1	31
MONTANA	11	2	44	14	1	6	6	106	1	3	0
NEBRASKA	18	3	3	16	2	4	9	114	1	1	31
NEVADA	35	2	56	8	0	3	27	186	0	1	0
NEW HAMPSHIRE	13	1	33	20	2	10	9	72	3	2	4
NEW JERSEY	54	15	103	44	10	42	71	541	1	5	4
NEW MEXICO	4	1	6	3	1	22	12	56	0	0	2
NEW YORK	35	4	71	12	1	5	53	971	1	0	17
NORTH CAROLINA	5	0	44	8	2	1	1	643	0	13	0
NORTH DAKOTA	20	0	30	13	12	0	3	27	0	0	20
N. MARIANAS ISLNDS	1	0	0	11	0	0	0	6	0	0	0
OHIO	42	8	149	33	12	7	167	1925	0	47	40
OKLAHOMA	183	16	35	48	36	9	41	12	4	0	0
OREGON	0	0	3	4	1	1	4	221	0	2	0
PENNSYLVANIA	26	3	155	75	2	10	32	211	0	0	2
PUERTO RICO	0	0	0	1	0	0	0	0	0	0	0
RHODE ISLAND	4	1	12	1	2	4	0	25	0	0	0
SOUTH CAROLINA	40	6	10	17	8	24	7	220	3	4	9
SOUTH DAKOTA	0	0	3	0	1	0	1	88	0	0	0
TENNESSEE	2	0	2	2	0	2	1	39	0	0	0
TEXAS	8	0	6	0	0	5	10	41	0	6	0
UTAH	5	1	8	3	13	17	4	81	2	0	0
VERMONT	54	4	24	0	0	5	3	33	0	1	14
VIRGINIA	15	1	54	79	2	3	2	9	1	0	0
VIRGIN ISLANDS	0	0	0	3	0	0	0	0	0	0	0
WASHINGTON	2	0	9	1	0	0	0	135	0	0	2
WEST VIRGINIA	13	4	31	12	2	4	12	97	0	1	21
WISCONSIN	12	0	9	23	33	6	11	41	2	4	3
*** Total ***	1074	142	1422	915	351	362	829	9199	24	220	569

Alleged/Reported Abuse

	Exploit	Excess Med	Excess Restra	Phys Assit	Sex Abuse	Verb	Other	Total	Unrpt
ALABAMA	3	2	4	0	0	0	3	12	0
ALASKA	6	25	14	9	7	4	3	68	0
AMERICAN SAMOA	28	4	0	2	2	0	0	36	0
ARIZONA	10	5	4	10	2	3	1	35	0
ARKANSAS	8	9	13	8	1	4	1	44	0
CALIFORNIA	0	3	2	0	14	0	0	19	0
COLORADO	0	3	4	0	0	0	0	7	0
CONNECTICUT	182	291	79	21	7	31	41	652	0
DELAWARE	2	12	7	3	3	8	0	35	0
DISTRICT OF COLUMBIA	3	10	4	6	1	4	3	31	0
FLORIDA	13	19	13	3	1	1	2	52	0
GEORGIA	28	18	14	38	3	3	2	106	0
GUAM	2	0	0	2	1	1	0	6	0
HAWAII	3	1	1	1	0	0	0	6	0
IDAHO	10	18	6	5	1	4	8	52	0
ILLINOIS	67	127	190	29	35	27	9	484	0
INDIANA	5	36	15	21	1	12	4	94	0
IOWA	2	4	3	3	4	2	1	19	0
KANSAS	0	9	4	10	1	7	0	31	0
KENTUCKY	14	28	11	9	3	2	8	75	0
LOUISIANA	9	37	13	26	3	3	17	108	0
MAINE	1	1	2	2	0	0	1	7	0
MARYLAND	15	11	6	0	0	0	0	32	0
MASSACHUSETTS	11	71	60	34	12	35	32	255	0
MICHIGAN	0	64	0	0	0	0	0	115	51
MINNESOTA	5	7	3	8	5	2	3	33	0
MISSISSIPPI	4	4	0	2	2	3	0	15	0
MISSOURI	7	12	3	4	1	0	0	27	0
MONTANA	13	6	10	4	6	4	0	43	0
NEBRASKA	7	12	3	4	1	0	0	27	0
NEVADA	8	9	0	10	6	7	16	56	0
NEW HAMPSHIRE	6	13	10	6	0	4	5	44	0
NEW JERSEY	55	111	44	81	23	41	38	393	0
NEW MEXICO	0	5	4	10	0	6	0	25	0
NEW YORK	113	67	145	552	106	186	56	1225	0
NORTH CAROLINA	0	0	0	0	0	0	245	245	0
NORTH DAKOTA	3	5	3	4	1	0	0	16	0
NORTHERN MARIANAS ISLANDS	0	0	0	0	0	0	0	0	0
OHIO	2	6	28	82	16	20	10	164	0
OKLAHOMA	28	14	19	7	8	7	3	86	0
OREGON	1	25	9	11	4	10	16	76	0
PENNSYLVANIA	21	47	8	40	8	8	21	153	0
PUERTO RICO	0	0	0	1	0	0	0	1	0
RHODE ISLAND	0	3	9	5	1	0	0	18	0
SOUTH CAROLINA	5	29	11	15	2	8	2	72	0
SOUTH DAKOTA	36	40	36	7	4	17	17	157	0
TENNESSEE	6	16	6	4	0	1	0	33	0
TEXAS	2	24	8	4	2	0	1	41	0
UTAH	11	27	20	3	0	5	0	66	0
VERMONT	14	7	4	11	7	4	1	48	0
VIRGINIA	4	4	3	2	1	0	0	14	0
VIRGIN ISLANDS	0	0	0	0	0	0	0	0	0
WASHINGTON	0	19	19	10	7	6	11	72	0
WEST VIRGINIA	7	17	2	6	2	0	8	42	0
WISCONSIN	5	19	11	5	4	17	3	64	0
*** Total ***	785	1356	887	1140	319	507	592	5637	51

	Admiss	Comm Resid	Comm Serv	Med Treat	Releas Instit	Dischrg Plann	Pers Care	Other	Total	Unreported
ALABAMA	18	9	0	6	51	16	0	107	107	0
ALASKA	3	27	19	21	27	18	9	128	128	0
AMERICAN SAMOA	5	0	8	6	0	0	26	45	45	0
ARIZONA	16	37	30	42	20	26	6	177	177	0
ARKANSAS	6	11	22	24	8	12	11	95	95	0
CALIFORNIA	1	20	0	4	1	2	1	29	29	0
COLORADO	0	2	0	4	0	0	8	16	16	0
CONNECTICUT	91	96	131	111	142	98	44	855	855	0
DELAWARE	18	13	21	102	10	5	8	192	192	0
DISTRICT OF COLUMBIA	0	12	3	13	8	9	2	58	58	0
FLORIDA	2	4	4	25	10	2	8	71	71	0
GEORGIA	87	22	23	84	184	131	36	567	567	0
GUAM	1	8	11	4	2	1	8	36	36	0
HAWAII	0	0	1	0	0	0	1	2	2	0
IDAHO	10	17	6	33	40	16	4	126	126	0
ILLINOIS	0	0	0	0	0	0	0	0	0	0
INDIANA	29	9	6	40	74	20	7	185	185	0
IOWA	3	7	2	13	10	3	1	39	39	0
KANSAS	3	8	4	39	26	4	1	85	85	0
KENTUCKY	10	26	35	19	46	35	44	215	215	30
LOUISIANA	0	5	4	21	38	55	10	133	133	0
MAINE	3	8	7	6	14	5	1	44	44	0
MARYLAND	13	0	11	19	0	48	26	117	117	0
MASSACHUSETTS	204	84	71	128	436	271	17	1211	1211	0
MICHIGAN	86	35	28	0	0	48	0	197	197	0
MINNESOTA	1	11	14	7	2	2	2	44	46	0
MISSISSIPPI	2	0	2	2	3	0	1	10	10	0
MISSOURI	9	0	0	3	24	2	4	42	42	0
MONTANA	15	18	14	37	26	12	26	154	154	0
NEBRASKA	9	0	0	3	24	2	4	42	42	0
NEVADA	37	20	24	60	47	52	6	250	250	0
NEW HAMPSHIRE	13	12	39	14	5	5	1	89	89	0
NEW JERSEY	38	43	54	191	75	86	47	602	602	0
NEW MEXICO	3	3	0	4	8	7	0	55	90	0
NEW YORK	6	16	20	89	28	32	0	403	403	0
NORTH CAROLINA	28	12	0	42	0	0	125	224	224	0
NORTH DAKOTA	3	5	2	4	2	2	0	18	18	0
N. MARIANAS ISLANDS	0	0	2	0	0	0	0	2	2	0
OHIO	0	27	27	122	802	88	120	1382	1382	0
OKLAHOMA	4	4	8	24	29	4	13	86	86	0
OREGON	9	7	9	27	23	34	14	123	123	0
PENNSYLVANIA	65	29	20	91	39	45	12	301	301	0
PUERTO RICO	0	0	0	0	0	0	0	0	0	0
RHODE ISLAND	3	5	7	5	0	1	5	31	31	0
SOUTH CAROLINA	39	78	58	77	62	83	12	418	418	0
SOUTH DAKOTA	4	15	20	41	35	50	21	190	190	0
TENNESSEE	3	2	5	11	7	6	6	40	40	0
TEXAS	13	1	2	14	11	6	5	60	60	0
UTAH	1	1	5	7	20	18	10	77	77	0
VERMONT	8	5	12	35	7	4	4	83	83	0
VIRGINIA	4	5	33	4	9	16	2	79	77	0
VIRGIN ISLANDS	0	1	2	0	0	0	0	3	3	0
WASHINGTON	2	2	0	19	3	10	5	48	48	0
WEST VIRGINIA	26	26	30	56	34	26	14	223	223	0
WISCONSIN	4	30	32	23	43	41	1	237	237	0
*** Total ***	958	838	888	1776	2515	1459	739	10046	10081	30

	Contrs	Educ	Employ	Finance	Guardn	Hous	Legal	Priv	Records	Other	Total	Unrpt
ALABAMA	2	3	0	5	2	0	8	3	1	3	27	0
ALASKA	2	11	10	9	5	5	20	6	3	15	86	0
AMER. SAMOA	0	4	21	15	2	0	2	0	0	0	44	0
ARIZONA	0	3	2	16	10	1	11	4	4	12	61	0
ARKANSAS	2	1	1	5	13	3	3	5	2	0	35	0
CALIFORNIA	0	6	0	7	5	1	3	1	0	36	59	0
COLORADO	0	1	0	12	0	0	0	1	3	62	79	0
CONNECTICUT	9	11	103	39	9	142	19	64	27	0	23	0
DELAWARE	5	7	1	14	2	3	3	6	1	21	63	0
D.C.	3	0	0	10	7	8	3	4	3	12	50	0
FLORIDA	0	2	0	0	0	0	0	6	3	7	18	0
GEORGIA	28	16	23	63	25	57	16	21	11	101	361	0
GUAM	2	2	8	12	1	12	4	3	3	0	47	0
HAWAII	0	0	0	7	22	4	0	2	1	57	93	0
IDAHO	3	2	2	26	3	7	17	4	5	19	88	0
ILLINOIS	0	0	0	0	0	0	0	0	0	0	0	0
INDIANA	3	3	2	9	12	7	20	7	5	9	77	0
IOWA	1	1	3	15	5	8	4	4	3	14	58	0
KANSAS	1	0	0	6	5	1	6	3	3	16	41	7
KENTUCKY	5	36	18	13	7	19	26	8	5	22	159	0
LOUISIANA	18	2	1	22	2	4	7	29	1	18	104	0
MAINE	0	37	3	1	4	3	1	1	1	0	51	0
MARYLAND	9	17	1	1	8	7	0	0	4	10	57	0
MASS.	33	4	5	78	59	23	111	40	17	116	486	0
MICHIGAN	503	0	32	92	28	37	3	7	15	165	882	0
MINNESOTA	15	5	9	11	3	12	17	9	8	152	241	0
MISSISSIPPI	1	0	0	1	1	2	1	1	0	0	7	0
MISSOURI	1	4	1	12	23	8	0	20	6	58	133	0
MONTANA	2	3	12	19	7	6	32	3	9	62	155	0
NEBRASKA	1	4	1	12	23	8	0	20	6	58	133	0
NEVADA	11	0	10	25	12	5	21	18	6	33	141	0
NEW HAMPSHIRE	3	31	8	8	16	32	8	1	4	15	126	0
NEW JERSEY	11	11	9	47	11	38	45	31	13	74	290	0
NEW MEXICO	2	3	0	0	4	1	6	42	0	24	80	0
NEW YORK	5	7	16	51	3	19	22	21	19	0	163	0
N. CAROLINA	17	7	33	27	4	8	64	14	3	153	330	0
N. DAKOTA	1	4	4	32	11	9	7	8	10	47	133	0
N. MARI. ISL.	0	1	6	0	6	1	1	17	2	0	34	0
OHIO	28	0	24	86	28	17	4	16	12	761	976	0
OKLAHOMA	26	0	10	127	12	14	7	6	8	0	210	0
OREGON	18	3	0	26	7	4	22	16	3	30	129	0
PENNSYLVANIA	3	15	25	45	11	14	24	25	19	36	217	0
PUERTO RICO	0	0	0	0	0	0	1	0	0	0	1	0
RHODE ISLAND	1	0	0	4	1	0	0	1	2	3	12	0
S. CAROLINA	1	8	6	18	5	7	11	5	2	8	71	0
S. DAKOTA	16	4	7	26	3	10	14	19	17	43	159	0
TENNESSEE	0	0	0	1	1	0	2	0	2	1	7	0
TEXAS	0	1	2	1	0	1	8	6	2	5	26	0
UTAH	3	0	1	12	4	2	2	17	5	3	49	0
VERMONT	7	0	4	20	4	15	2	17	8	23	100	0
VIRGINIA	1	54	40	14	2	4	2	1	1	9	128	0
VIRGIN ISL.	0	0	2	0	0	1	0	0	0	0	3	0
WASHINGTON	3	1	0	7	3	1	20	3	2	50	90	0
W. VIRGINIA	4	4	1	22	8	18	25	13	11	6	112	0
WISCONSIN	0	19	4	12	7	6	4	17	6	6	81	0
Total	810	358	471	1143	456	615	659	596	307	2375	7786	7

Intervention Strategies Used to Resolve Client Problems

	Supv Refs	Counsl	Complt Invest	Admin Remed	Negot/ Mediat	Legal Consult	Litig	Other	Total	Unrpt
ALABAMA	5	102	111	3	107	115	6	3	452	0
ALASKA	37	129	21	13	12	11	6	4	233	0
AMERICAN SAMOA	21	4	3	1	8	2	0	2	41	0
ARIZONA	45	83	108	12	53	20	1	0	322	0
ARKANSAS	49	26	29	21	11	9	0	0	145	0
CALIFORNIA	1	0	15	2	11	3	0	16	48	0
COLORADO	0	12	16	8	32	68	0	0	136	0
CONNECTICUT	335	409	271	22	132	4	0	139	1312	0
DELAWARE	0	36	34	14	32	25	2	50	193	0
D. C.	43	26	50	6	43	40	0	3	211	0
FLORIDA	3	10	9	1	6	1	0	0	30	0
GEORGIA	119	280	261	158	206	49	18	1	1092	0
GUAM	3	17	16	15	11	4	2	2	70	0
HAWAII	4	38	85	2	25	8	0	57	219	0
IDAHO	67	45	3	5	33	4	0	31	188	0
ILLINOIS	294	226	70	6	25	7	0	0	628	0
INDIANA	96	147	214	2	60	2	1	2	524	0
IOWA	24	40	41	13	19	19	5	4	165	0
KANSAS	54	55	1	42	33	0	0	0	185	0
KENTUCKY	59	66	48	42	108	23	2	8	356	0
LOUISIANA	15	381	10	0	284	253	2	0	945	0
MAINE	13	80	2	26	18	2	7	0	148	0
MARYLAND	24	48	120	13	28	123	7	17	380	0
MASSACHUSETTS	117	887	190	187	297	728	13	0	2419	0
MICHIGAN	38	72	0	0	23	5	1	26	165	0
MINNESOTA	102	246	57	6	38	311	5	23	788	0
MISSISSIPPI	0	12	10	1	4	5	2	0	34	0
ISSOURI	30	109	13	9	41	0	0	0	202	0
MONTANA	41	38	52	19	24	51	7	2	234	0
NEBRASKA	30	109	13	9	41	0	0	0	202	0
NEVADA	76	186	59	20	51	4	0	0	396	0
NEW HAMPSHIRE	3	100	110	38	44	192	28	0	515	0
NEW JERSEY	137	150	483	123	117	78	41	10	1139	0
NEW MEXICO	11	28	48	4	14	75	2	0	182	0
NEW YORK	23	73	1426	361	337	37	6	0	2263	0
NORTH CAROLINA	141	350	0	273	0	0	3	20	787	0
NORTH DAKOTA	53	67	20	3	12	2	0	5	162	0
N. MARIANAS ISLAND	2	1	1	1	1	1	1	0	8	0
OHIO	35	1372	662	86	409	660	14	45	3283	0
OKLAHOMA	0	384	384	224	91	0	8	0	1091	1
OREGON	87	79	121	42	61	95	7	0	492	0
PENNSYLVANIA	175	301	17	2	12	26	13	2	548	0
PUERTO RICO	1	1	1	1	1	1	0	0	6	0
RHODE ISLAND	5	38	22	2	41	8	2	0	118	0
SOUTH CAROLINA	177	227	309	100	141	30	1	0	985	0
SOUTH DAKOTA	75	96	113	0	102	31	0	35	452	0
TENNESSEE	2	24	3	6	1	0	0	0	36	0
TEXAS	18	6	56	21	20	5	0	2	128	0
UTAH	7	7	56	14	6	1	1	0	91	0
VERMONT	9	210	182	18	82	32	1	0	534	0
VIRGINIA	9	27	9	4	116	0	1	0	166	0
VIRGIN ISLANDS	0	1	0	0	3	0	0	0	4	0
WASHINGTON	6	7	67	1	12	1	1	0	95	0
WEST VIRGINIA	276	234	78	42	82	62	1	11	786	0
WISCONSIN	39	66	47	6	87	50	3	8	295	0
*** Total ***	3036	7768	6147	2050	3608	3283	221	528	26629	1

	# Class Actions	Individuals Served by Class Actions	I&R
ALABAMA	0	15	42
ALASKA	0	0	19
AMERICAN SAMOA	0	0	88
ARIZONA	1	5000	147
ARKANSAS	0	0	275
CALIFORNIA	2	25000	849
COLORADO	0	0	263
CONNECTICUT	0	0	531
DELAWARE	2	0	105
DISTRICT OF COLUMBIA	4	778	168
FLORIDA	1	7800	251
GEORGIA	0	0	1470
GUAM	0	0	60
HAWAII	1	0	94
IDAHO	0	0	68
ILLINOIS	0	0	0
INDIANA	0	0	171
IOWA	1	644	545
KANSAS	0	0	97
KENTUCKY	0	0	342
LOUISIANA	1	4500	181
MAINE	0	0	62
MARYLAND	1	600	0
MASSACHUSETTS	0	700	172
MICHIGAN	0	0	1037
MINNESOTA	4	0	83
MISSISSIPPI	0	0	79
MISSOURI	1	0	89
MONTANA	1	12	0
NEBRASKA	1	0	89
NEVADA	1	6	978
NEW HAMPSHIRE	1	500	287
NEW JERSEY	11	449	32
NEW MEXICO	1	100	872
NEW YORK	4	2200	982
NORTH CAROLINA	1	100	800
NORTH DAKOTA	0	0	128
NORTHERN MARIANAS ISLANDS	1	6	5
OHIO	1	420	448
OKLAHOMA	0	0	0
OREGON	1	200	138
PENNSYLVANIA	2	650	870
PUERTO RICO	0	0	7
RHODE ISLAND	0	0	150
SOUTH CAROLINA	0	0	21
SOUTH DAKOTA	0	0	97
TENNESSEE	0	0	103
TEXAS	0	2801	219
UTAH	0	0	115
VERMONT	3	730	159
VIRGINIA	0	0	430
VIRGIN ISLANDS	0	0	0
WASHINGTON	0	0	73
WEST VIRGINIA	0	0	152
WISCONSIN	2	75	355
*** Total ***	50	53664	14798

P&A for Persons with Mental Illness (PAMI) 1988 Program Performance Report

Advisory Council Membership

	Consmrs	Family Members	MH Profs	Attorneys	Others	Total
ALABAMA	9	5	3	3	1	21
ALASKA	5	2	2	1	0	10
AMERICAN SAMOA	10	3	0	0	0	13
ARIZONA	3	3	3	2	0	11
ARKANSAS	5	1	3	1	0	10
CALIFORNIA	2	2	1	2	2	9
COLORADO	6	2	4	1	3	16
CONNECTICUT	3	4	5	2	0	14
DELAWARE	5	2	1	1	2	11
DISTRICT OF COLUMBIA	4	2	3	1	0	10
FLORIDA	8	4	4	4	4	24
GEORGIA	4	5	1	1	2	13
GUAM	2	1	1	1	1	6
HAWAII	6	2	3	1	0	12
IDAHO	3	4	4	1	0	12
ILLINOIS	0	0	0	0	0	0
INDIANA	1	2	3	1	2	9
IOWA	3	2	1	1	1	8
KANSAS	4	3	3	2	1	11
KENTUCKY	3	3	3	1	6	13
LOUISIANA	4	7	4	2	0	17
MAINE	7	0	2	1	1	11
MARYLAND	3	1	1	1	2	8
MASSACHUSETTS	5	3	2	6	0	16
MICHIGAN	0	0	0	0	0	0
MINNESOTA	7	2	3	2	0	14
MISSISSIPPI	4	1	3	1	0	9
MISSOURI	3	2	2	1	2	10
MONTANA	1	2	1	1	2	7
NEBRASKA	3	2	2	1	2	10
NEVADA	1	4	2	1	1	9
NEW HAMPSHIRE	3	1	2	1	1	8
NEW JERSEY	5	1	2	1	1	10
NEW MEXICO	4	3	3	1	0	11
NEW YORK	5	3	5	1	0	14
NORTH CAROLINA	4	4	7	1	0	16
NORTH DAKOTA	1	2	1	2	0	6
NORTHERN MARIANAS ISLANDS	4	3	0	1	1	9
OHIO	14	2	4	2	1	23
OKLAHOMA	0	0	0	0	0	0
OREGON	6	1	3	2	1	13
PENNSYLVANIA	5	3	2	3	2	15
PUERTO RICO	3	1	1	1	2	8
RHODE ISLAND	5	2	4	1	0	12
SOUTH CAROLINA	7	7	4	3	3	24
SOUTH DAKOTA	4	1	1	1	2	9
TENNESSEE	8	3	1	1	2	15
TEXAS	6	4	1	3	6	20
UTAH	5	2	3	1	0	11
VERMONT	8	4	3	2	3	20
VIRGINIA	5	5	7	1	1	19
VIRGIN ISLANDS	0	0	0	0	0	0
WASHINGTON	7	6	4	1	2	20
WEST VIRGINIA	8	3	5	2	2	20
WISCONSIN	5	3	3	2	0	13
*** Total ***	246	140	136	78	65	650

Governing Board Membership

	Total Board	Consumers	Family Members	Other
ALABAMA	0	0	0	0
ALASKA	9	1	2	2
AMERICAN SAMOA	0	0	0	0
ARIZONA	25	0	0	0
ARKANSAS	7	0	1	0
CALIFORNIA	13	1	1	1
COLORADO	15	2	0	2
CONNECTICUT	14	0	1	0
DELAWARE	18	0	0	0
DISTRICT OF COLUMBIA	8	1	0	4
FLORIDA	17	1	1	3
GEORGIA	7	1	0	0
GUAM	6	0	0	0
HAWAII	25	4	7	0
IDAHO	12	1	1	2
ILLINOIS	0	0	0	0
INDIANA	13	0	0	0
IOWA	9	9	0	3
KANSAS	13	0	2	0
KENTUCKY	0	0	0	0
LOUISIANA	16	0	1	3
MAINE	13	1	1	0
MARYLAND	1	0	0	0
MASSACHUSETTS	8	1	1	2
MICHIGAN	0	0	0	0
MINNESOTA	31	1	0	0
MISSISSIPPI	8	0	0	0
MISSOURI	20	1	2	3
MONTANA	9	2	0	2
NEBRASKA	20	1	2	3
NEVADA	0	0	0	0
NEW HAMPSHIRE	15	3	1	5
NEW JERSEY	0	0	0	0
NEW MEXICO	13	2	1	0
NEW YORK	3	0	0	0
NORTH CAROLINA	22	0	0	0
NORTH DAKOTA	8	0	0	0
NORTHERN MARIANAS ISLANDS	9	0	0	0
OHIO	0	0	0	0
OKLAHOMA	0	0	0	0
OREGON	16	2	2	1
PENNSYLVANIA	15	2	2	0
PUERTO RICO	0	0	0	0
RHODE ISLAND	20	1	0	2
SOUTH CAROLINA	12	0	3	1
SOUTH DAKOTA	7	1	0	0
TENNESSEE	21	2	3	1
TEXAS	13	2	0	3
UTAH	13	1	0	0
VERMONT	11	5	3	3
VIRGINIA	0	0	0	0
VIRGIN ISLANDS	0	0	0	0
WASHINGTON	20	1	2	3
WEST VIRGINIA	21	5	1	0
WISCONSIN	17	2	2	2
*** Total ***	593	57	43	51

NARRATIVE SUMMARY
1988 Annual Report

This narrative summary contains anecdotal examples of PAMI activities for fiscal year 1988. It is not intended to be a comprehensive listing of all the types of activities these agencies undertake, but rather a sample of the types and scope of activities, other than individual case services, in which P&As are involved.

Protection & Advocacy System for Persons with Mental Illness

ALABAMA Disability Advocacy Program (ADAP) responded to several complaints emanating from board and care homes on issues regarding abuse and neglect, and withholding of financial entitlements. Following a tragic incident in which two elderly persons died as a result of care provided in a board and care home in Jefferson County, ADAP reviewed the urgent need for appropriate municipal and/or state regulations governing board and care facilities. Staff were already appraised of OBRA Medicaid Amendments affecting admissions of persons with mental illness to nursing homes, and recognized the potential for further reliance on board and care homes. ADAP participated in an interagency task force to revise public health department regulations regarding board and care homes in Alabama, focusing on the needs of a significant number of persons with mental illness who reside in these facilities.

ARIZONA Center for Law in the Public Interest filed a class action in 1981 against Arizona Department of Health Services in Arnold v. Sarn, Arizona State Hospital and Maricopa County for failure to provide comprehensive community-based mental health services to persons with chronic mental illness. The case was won in 1986 and the defendants were ordered to provide the services in question. The order, however, was stayed pending appeal. The case was argued before the Arizona Supreme Court in February of 1988 and won on appeal in March of 1989. The Court firmly established that all persons with serious mental illness are entitled to appropriate care and treatment, involving a continuum of services including medication, counseling, day programs, residential services, vocational training, recreation, socialization, crisis intervention and outreach.

COLORADO Legal Center, in conjunction with the Long-Term Care Ombudsman, pursuant to a grant from the Comprecare Foundation, conducted trainings for personal care boarding home managers and operators on appropriate assessment, treatment, and resources for elderly persons with mental illness. The Center also participated in a work group examining the lack of adequate legal authority for the placement of elderly persons and persons with mental illness in locked units of nursing homes. Other work group participants included representatives from Legal Aid, the Long-Term Care Ombudsman, the Alzheimer's Association, and consumers.

DISTRICT OF COLUMBIA Information Protection & Advocacy Center for Handicapped Individuals provided a workshop entitled "Institutional Advocacy for Minority Populations", focusing on issues facing Blacks, Hispanics, and other minorities. The speakers (2 consumers, 1 psychologist, and 1 mental health advocate) commented on and proposed solutions for the cultural, racial and economic barriers that arise when a minority is seeking or receiving mental health services. Another workshop, "Advocacy Strategies for Comprehensive Community Mental Health Care", discussed problems in case management, outreach, and comprehensive services for persons with mental illness. The goal was to explore possible solutions that will satisfy the Dixon consent order and Joint Commission on the Accreditation of Hospitals (JCAH) requirements. Another workshop titled, "Advocacy for Substance Abusers with Mental Disabilities", focused on persons with dual diagnoses of mental illness and substance abuse. The speakers introduced a variety of community services available to treat this population.

KANSAS Advocacy & Protection Service (KAPS) utilized its Kansas Guardianship Program to seek revisions to the state laws on guardianship and conservatorship. KAPS has recruited more than 900 volunteers willing to serve in the capacity of guardians/conservators. Approximately 420 volunteers served persons with disabilities during FY '88. These volunteers are located in every area of the State.

KAPS and other concerned individuals and organizations requested that the Governor established a task force to study and make recommendations regarding services for persons with mental illness. The Governor has now established a 21 member Task Force on Mental Health Reform. Three people who represent KAPS, a Governor Board member, an Advisory Board member and the Executive Director, were named to serve on the Task Force.

NEBRASKA Advocacy Services undertook a cooperative effort with the state Department of Public Institutions and the Lancaster County Community Mental Health Center to create a Public Policy Research Project on disability issues.

NEW JERSEY Office of the Public Advocate stopped discriminatory practices of state hospital physicians who prevented patients' discharges by refusing to certify any AIDS or HIV-positive patients for placement.

The Office also successfully advocated for re-educating hospital staff on the use of physical restraints and other forms of discipline when a client tied into a wheelchair flipped over in the chair. The Office also issued two reports following in-depth investigations into five deaths in state and community facilities. The reports contained thorough descriptions of the events along with detailed findings of fact and a set of recommendations which, if implemented, would reduce the likelihood of any more needless deaths. One report attributed the deaths of four young men (two as a result of a neuroleptic malignant syndrome and two from hyperthermia) to the improper monitoring of patients receiving medication and treatment.

NEW YORK Commission on Quality of Care released a study, Admission and Discharge Practices of Psychiatric Hospitals, that found inpatient New York psychiatric facilities to be functioning under enormous stress at the expense of patient care and treatment. Psychiatric functioning emergency rooms reported patients were often held beyond the 24 hour Department of Health limit, sometimes up to 72 hours, awaiting an inpatient psychiatric bed. Urban facilities were most

affected, but a ripple effect was being created as patients were transferred to facilities in outlying areas to relieve the overcrowding in urban facilities.

In the summer of 1988, the Commission released findings from a study of suicides committed by psychiatric outpatients. The increasing rate of reported suicides among this population in the past several years demonstrates a need for more extensive, appropriate and effective community services. The report indicates that prior to committing suicide these people were not generally resistant to treatment and would likely have accepted more intensive clinical and social support services in the community if they had been available. More than 2/3 of these individuals had made contact with their outpatient clinic within two weeks of their suicides, and 34 percent had sought crisis services within three weeks of their deaths.

The Commission has been working closely with the New York State Department of Social Services regarding the provision of PAMI services in adult homes throughout the State. At the present time, 33.70% of all residents in adult homes in New York are labelled mentally ill. Numerically, 8,700 individuals reside in adult homes with mental illness. In New York City alone, the number of persons with mental illness residing in adult homes represents 53.15% of the total resident population.

Perhaps the most unique cooperative venture for the New York PAMI has been working with the New York Lawyers for the Public Interest, Inc. (NYLPI). One of NYLPI's member law firms is acting as counsel to the Manhattan Bowery Corporation to establish a not-for-profit development corporation to build transitional and permanent housing for individuals with mental illness. The project is the direct result of NYLPI's establishing its own PAMI Advisory Council, which adopted an immediate priority to create housing options for people with mental illness as they are often inappropriately institutionalized.

PENNSYLVANIA Protection & Advocacy, Inc. (PPA) conducted 17 training sessions in self-advocacy (LEAD Project), training 350 consumers on rights awareness and protection, advocacy, and leadership. Seventy-five (75) mental health workers were trained in awareness of stigma, and how to facilitate empowerment and protection of rights. PPA also conducted unannounced monitoring visits in thirteen facilities as part of its Facilities System Monitoring Project (FSM). After nearly 200 volunteers were recruited to monitor these facilities, 141 were trained and assigned to teams. Protocols were developed, tested and revised for use by the volunteers. The protocols included living conditions, consumer interviews, treatment and discharge planning reviews, and anonymous staff surveys. Twenty-six (26) unannounced visits were conducted and final reports were produced and distributed to state agencies and facility directors.

The Disabilities Law Project, representing PPA and fifteen other advocacy groups, filed Amicus Curiae briefs in three cases: (1) the Third Circuit Court of Appeals in a case holding that the standards used to determine disability for children applying for SSI benefits were too restrictive; (2) on behalf of a national coalition of mental health consumers in the highly publicized case involving the involuntary commitment of Joyce Brown (A.K.A. Billy Boggs), a street person in New York; and (3) on behalf of a national coalition for the rights of ex-patients concerning the right to refuse psychotropic medication, now before the California Supreme Court and U.S. Supreme Court.

National Association of Protection & Advocacy Systems

NAPAS is the membership organization of state Protection & Advocacy Systems and Client Assistance Programs. NAPAS is governed by a seventeen member Board of Directors.

NAPAS activities include monitoring Congressional action affecting persons with disabilities, monitoring the administrative agencies responsible for P&A and CAP programs, including the National Institute of Mental Health (NIMH), Rehabilitation Services Administration (RSA), and the Administration on Developmental Disabilities (ADD).

In addition, NAPAS provides a variety of training and technical assistance activities for its members, including an annual meeting in Washington, D.C. In addition to dues paid by member organizations, funding for 1988-89 activities was granted by the Administration on Developmental Disabilities, Rehabilitation Services Administration, National Institute of Mental Health, and the Robert Wood Johnson Foundation AIDS Prevention & Service Program.

In 1988, NAPAS produced several reports and articles for its members on relevant disability issues that include:

- Annual Reports
- Newsletters
- Analysis of PAMI Act Amendments
- "HIV Legal Issues: An Introduction for Developmental Services"
- "Current Protection & Advocacy AIDS Related Services"
- "A Survey of P&A state Funding by Interest on Lawyers Trust Accounts (IOLTA)"
- Standardized Definitions for CAP Core Services
- Proposed Standards for Evaluating CAPs

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GUIDING PRINCIPLES FOR THE NATIONAL ASSOCIATION OF PROTECTION AND ADVOCACY SYSTEMS

Statement of Purpose

The purpose is to provide guidance to the staff, Board of Directors, committees and member agencies of the National Association of Protection and Advocacy Systems, Inc. (NAPAS) regarding positions on and responses to legislation, regulations, and other policy initiatives that affect direct services and benefits to persons with disabilities, as well as Protection and Advocacy services. A further purpose is to provide guidance on the preferred role of NAPAS member agencies.

In relation to Services and Benefits for Persons with Disabilities NAPAS supports the following:

1. The increased availability of, and accessibility to, generic and specialized services, in which participation by the person with the disability is voluntary.

2. Service provision in the most enabling environment consistent with the principles of Normalization and Least Restrictive Environment.

3. Programs, services and benefits that are made available through entitlements rather than through discretionary judgment or funding.

4. The prohibition of discrimination in specialized and generic services and benefit programs through statutory requirements, regulations and policies.

5. The integration of independently administered rights protection and advocacy services into all service systems designed to benefit persons with disabilities.

6. The involvement of primary consumers in the planning, monitoring and provision of services.

7. The incorporation of meaningful procedural protections that ensure services and the resolution of disputes for clients and applicants of services, in cases when legal rights are accorded.

In relation to the Provision of Protection and Advocacy Services
NAPAS believes that member agencies should:

1. Embrace, as the primary role, that of the protection of and advocacy for the human and legal rights of persons with disabilities through utilization of informal, administrative and legal means.

2. Provide services for individuals in a manner that offers information to the person with the disability about available options; allows the person with the disability to determine which option is preferred; and, then promotes that preferred option within the scope of, and compatible with, the person's legal rights.

3. Make the assumption that the person with the disability, when properly advised and assisted, is capable of making decisions. Furthermore, when a decision or meaningful choice cannot be or is not expressed by a client, or when consent is not available from or provided by a client or legally authorized substitute, the role of the advocate is to act with care to safeguard and advance the interests of the person with the disability.

4. Have the authority and capability if mandated by Federal statute(s) to pursue all appropriate interventions necessary in order to protect the rights of eligible individuals. Those interventions may include but are not limited to individual representation, class representation, legislative as well as other systemic advocacy, information and referral, training, and public education. Arbitrary limitations on the use or range of such intervention (e.g. prohibitions on class action litigation) are inappropriate.

5. Have administrative independence, and as much physical distance as possible, from service providers of State agencies responsible for the provision of services to persons with disabilities.

Adopted June 9, 1988
NAPAS Annual Meeting

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